

Job description

Job title:	Account Manager	Department:	Sales
Location:	London	Type:	Permanent
Reporting to:	UK Sales Manager		

CBS is a business built around innovation and customer service. Operating within the Sales Department, the Account Manager will look after a number of specified accounts within their allocated regions. You will need to service these accounts to the CBS standard and grow both the number of accounts within your regions and the turnover.

Specific duties to include (but not limited to):

Account Management:

- Visit accounts on a regular basis and work from their showrooms
- Ensure client has showroom stock and sufficient marketing material
- Product Training, providing this to OEM's, Dealers and End users
- Attend end user mock up's and presentations
- Ensure all requests from clients are efficiently fulfilled
- Attend any sales meetings with dealers or client meetings as requested
- Update all clients on any new products, ensuring that they are aware of all features and benefits and how to sell them.
- Responsible for building new and developing existing relationships within allocated regions
- Provide regular feedback to CBS design department on market trends and Product developments
- Actively research new dealers and business within allocated regions

General:

- Assist with client enquires, quotations, sample request's and general administration duties that come with Account Management
 - Maintain CRM database - Salesforce, daily to include, but not limited to; completing pipeline, logging client project activity, sending quotations & sales forecasting.
 - Work with dedicated Sales Support person so they can assist you in day to day admin duties when you are not in the office
 - Work closely with our A&D Technical Consultant to ensure we are up to date on all project information, logging this activity on our CRM system.
 - Participate in induction training for new personnel and new product training
 - Attend client networking events and industry exhibitions as and when required.
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Company Requirements

Health & Safety; ensure that safe working practices are followed. Attend safety briefings, as requested. Take responsibility for your own and your co-workers safety in accordance with The Health & Safety at Work Act 1974, and The Management of Health and Safety at Work Regulation 1999

Compliance; ensure compliance with business systems, processes, certification schemes, regulations and legislation relevant to the scope of your role. Support internal quality controls and audits to demonstrate compliance.

Competencies:

Computer literate with an expert level of understanding for all Microsoft Office applications (Word, Excel, PowerPoint)

Comfortable working as part of a team but also must be self-motivated, able to work alone and manage their own workload

Able to multi-task and prioritise workload

Able to work quickly and accurately under pressure

Comfortable presenting to a range of audiences

Able to build relationships with a variety of clients

Time management

Account management

Characteristics:

Hungry and self-motivated with a 'can do approach'

Professional attitude to work.

Reliable & punctual

Confident and able to clearly communicate with a variety of audiences

Postholder

Signed:

Name:

Date:

Manager

Signed:

Name:

Date:
