

JOB DESCRIPTION

COMMERCIAL ACCOUNT MANAGER

So you're looking for a new challenge? (Or place to call home)

We could be just what you're looking for...

We are a leading IT company. We love to look after our customers, our suppliers, and of course our people.

We have the history and the stability to offer job security, whilst at the same time we are always looking for new opportunities, new technology, and new ways of working in this fast moving and exciting industry.

Our clients are far and wide. Some local to our home in The Steel City, some as far afield as Mexico. Technology, plus quality systems and people, means that we can satisfy customers near and far, large and small.

We decided upon our values of care, dedication, professionalism, respect and trust a long time ago at a team day. These values still drive us on today, along with our purpose;

To provide our clients with solutions that have a positive impact upon their business.

To provide our people with an environment that has a positive impact upon their lives.

A few of the basics

- A compassionate, caring, fun and diverse office environment. We look after each other and we support each other.
- 'Extra' holidays – birthday days off, Christmas holiday 'deals' and more.
- A quality company pension scheme.
- Westfield health scheme that can include your family too.
- Health and wellbeing team – constantly looking for (non-compulsory!) ways to keep us happy and healthy – regular daily walks, company events, book club, exercise classes and much more!
- Fruit days.
- Free Flu jabs.. if you like a jab in the autumn!
- Free tea and coffee, and a special coffee machine that raises money for our charities.
- Pet days... mainly dogs.
- A quality office with free parking and great 'chill' and 'eat' areas.
- Personal Development Plans for all that want them – we love to help people achieve their goals
- The backing of a team that want a great life for themselves and their families.

The job...

Commercial Account Manager

Key responsibilities:

- The ability to sell Highlander's products and services to generate new opportunities and customers to Highlander.
- Negotiating and closing business contracts with both new and existing clients.
- Forecasting weekly/monthly/annual sales whilst developing a reliable pipeline.
- Preparing and presenting business documentation.
- Ensure high levels of service delivery is achieved.
- Client management.
- Client entertaining.
- Monthly or quarterly client reviews.
- Attend Networking events.
- Coordinating between operations and IT departments to resolve issues and improve customer experience.

Person specification:

- Strong communication skills.
- Strong presentation skills.
- Strong negotiation skills.
- Ability to problem solve.
- Strong time management and organisational skills.
- Interpersonal skills.
- Strong IT skills and knowledge of necessary software applications including all the core Microsoft Office 365 applications.

Salary and benefits:

- Up to £25k.
- Uncapped tiered bonus scheme from employment start date.
- Progression path that unlocks further benefits (Company Car & European Trips).
- Company laptop to allow for home set up.
- Westfield health scheme (after 3-month probation period).
- Company pension scheme (after 3-month probation period).