

INKRIPT

JOB PROFILE

DEPARTMENT: Sales

TITLE: Account Executive

JOB PURPOSE:

Maximize the company sales by executing and implementing company targeted sales and marketing plans

MAIN DUTIES:

- Working closely with medium to large enterprise clients to determine their existing and future communications needs and proposing suitable products, services and upgrades in order to maintain and grow revenue for the organization
- Maintaining contact with assigned clients and acting as the main interface between the client and the organization to ensure an optimal level of service is provided at all times
- Understanding the customer's objectives, buying criteria and decision making process and forming long term business partnerships in order to leverage revenue from the relationship and promote the organization as a quality supplier with the aim of achieving "preferred" Supplier status
- Negotiating price and volume discounts (where applicable) in accordance with organization's policies and liaising with Technical Support staff regarding technical issues to ensure client retention and continued business
- Identifying and gaining new business through a sustained program of cold calling, mailing and following up referrals/leads and keeping abreast of competitor's Sales strategies
- Achieving a well-organized daily-call cycle for each customer
- Establishing proper follow up on customer related issues through conducting scheduled market visits to determine clients' needs and to enhance better customer relations
- Follows company policies and procedures regarding customers care policies, selling techniques, and other related sales issues
- Achieve targets as set with the unit head and the sales manager in accordance with the company's annual sales plan
- Conduct calls on current customers to promote the relationship and additional sales of products as well as collection of due payments within company credit policy
- Provides the Team Leader with a daily call-report indicating activities, results, follow up actions, and comments.

EXPERIENCE AND EDUCATION:

- BA in Business Marketing or equivalent
- 4 years' experience in sales- 3 years of minimum relevant experience (High-Tec Product, Banking Product) or equivalent

CORE COMPETENCIES:

- Action and goal oriented skilled
- Responds and relates well to bosses, open to learning from those who have been there before
- Handles pressure
- Customer oriented
- Has the functional and technical knowledge and skills to do the job at a high level of accomplishment
- Is widely trusted; is seen as direct, truthful individual, admits mistakes; doesn't misrepresent him/herself for personal gain
- Practices attentive and active listening and can negotiate skilfully in tough situations with both internal and external groups, can settle differences with minimum noise
- Can learn new skills
- Time management
- Organizational skills
- Team work
- Excellent communicator (oral & written) skills
- Able to document his work
- Proactive
- Problem solving
- Analytical skills
- Flexibility and cope with change

REPORTS TO: Quality Assurance Team Leader

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