



Account Manager

<p>Role Description: Establish and develop relationships with pre-quote and post-quote prospects and customers through telephone contact, correspondence and participation at exhibitions to ensure that all personal and company sales targets are achieved.</p> <p>Responsible to: Senior Account Manager</p>	
<p>In this role you will be expected to meet a personal sales target through effective contact and relationship building with prospects/ customers. Your role involves managing relationships with installers, specifiers, i.e. architects, self-builders, building contractors and property developers.</p> <p>You are expected to independently maintain a working knowledge of Nu-Heat products and those of competitors, and should have a broad understanding of the legislation affecting the renewable/UFH market through independent study or by requesting training where appropriate. You need to have a high level of focus and motivation within the sales arena while maintaining an exceptional level of customer service.</p> <p>You should advise the Senior Account Manager of your personal development needs and training requirements.</p>	
Key Responsibilities	Activities
<i>Progress Prospects</i>	<ul style="list-style-type: none"> • Identify prospect requirements, and act on these involving other members of the business, such as the relevant Field Sales Manager as appropriate • Follow-up appropriate prospects to ensure sales opportunities are secured • Handle all incoming phone and written requests from enquiries
<i>Manage Customers</i>	<ul style="list-style-type: none"> • Build customer relationships to establish an excellent experience of Nu-Heat • Recognise where customers will need a Registered Installer and match an appropriate installer to that project • Convert quoted projects into orders using professional sales techniques • Negotiate prices where appropriate, within the company's pricing structure
<i>Account Management of Repeat Customers</i>	<ul style="list-style-type: none"> • Work closely with the Senior Account Manager, sales team and Marketing to align activities, identify business opportunities and share expertise • Maintain telephone contact with selected accounts irrespective if that account has live projects
<i>Technical Skill and Knowledge:</i>	<ul style="list-style-type: none"> • Project and account management experience • Well-developed interpersonal, networking and negotiating skills • Excellent levels of customer service via the telephone • Proficient in I.T - databases, Outlook etc • Construction industry knowledge (not essential) • Independent self-starter, able to work in a cross-functional team environment