



Account Manager

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.

Responsible to: Senior Account Manager

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.

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.

You should advise the Senior Account Manager of your personal development needs and training requirements.

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