

JOB DESCRIPTION

Organisation:	Integrated Payment Solutions Ltd
Job Title:	Sales Account Manager
Location:	IPS Office, Tottenham
Responsible To:	Sales, Marketing and Communications Manager
Hours of Work:	9.00am – 5.00pm (additional hours may be required)

Summary of Main Responsibilities

- Visit IPS customers on a three-month rolling basis, discussing with customers the IPS products and services, ensuring that any issues are forwarded to the relevant person at IPS to resolve
- Build a positive working relationship with customers, including making recommendations about IPS products and services can enhance their business
- Communicate with IPS staff effectively and clearly to ensure that the development, installation, upgrade or issue is fully implemented
- Working with the senior management team to ensure the implementation and improvement of business processes within the company and ensure they operate effectively

Specific Responsibilities

- Achieve and exceed Sales Targets and Goals as set out by the management
- Implementation and Project Management from receipt of order to post implementation and ongoing product support including accurate time and cost estimates
- Respond to all customer enquiries putting actions, fully analysis and implementing short-term and long-term countermeasures. Provide customer feedback experience information to senior management team
- Call out on monthly marketing campaigns designed to promote new products/existing products
- Promote the website online ordering and the mobile app to your customer base
- Identify and secure New Business and generating sales
- Develop, manage and grow customer relationships and where possible upsell IPS products
- Management of access control projects
- To work in line with company policies and procedures
- Ensure that the department's processes are fully documented and that policies are backed up with defined procedures

Tasks and duties may evolve over time

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Person Specification

Essential	Desirable
Experience in managing multiple stakeholders and projects	Previous experience of managing customer accounts
A proven track record of Technical Account Management or other relevant experience	Experience of working in the Further Education sector
A listener who is customer-oriented and attentive to their needs	Knowledge of IT software such as Access controls, cashless catering and ID card printing
Identifies opportunities for business growth with existing clients and new clients	
Presentation – Presenting ideas and results to different stakeholders across the business including staff and senior management	
Team working – Creating an environment of teamwork to ensure that all products are delivered on time and company goals are met	
Initiative – The ability to work alone and take a lead when hurdles arise or when tasks require completion	
Communication – Ensuring that communication is ongoing and effective between departments	
Leadership – Leading staff to achieve organisational goals	
Technical – Have an understanding of IT processes, hardware and software	
Planning – Producing effective plans that are clearly labelled out for everyone to follow	
Problem Solving – Adapting and reacting quickly to meet challenges	

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The IPS core values:

1. Deliver service that you feel has the WOW factor
2. Embrace and be the driving force behind change
3. Be creative and fun with a little eccentricity thrown in
4. Be courageous, inspired, and flexible
5. Pursue growth and learning
6. Build open and honest relationships with communication
7. Build a positive team and family spirit
8. Do more with less
9. Be passionate and determined
10. Be yourself

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