



1. Job Specifics

Job Title: Reports to: Location: Department:	DS2 - Account Executive Direct Sales - Sales
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2. About the role

Role Purpose	Your primary focus is to develop new customer relationships using the sales techniques gained from our in-house training programme to successfully deliver against specific, measurable targets.
Duties & Key Responsibilities	<ul style="list-style-type: none">• Identify and liaise with key stakeholders/decision makers in both new and existing customers by telephone and email in order to create and close sales opportunities• Maintain all relevant sales management information & report on sales activity• Prepare quotes and proposals for customers• Deliver high levels of customer service• Constantly developing an understanding of your product offering and sales techniques
KPIs & SLAs	<ul style="list-style-type: none">• Generate revenue and/or margin in line with individual/team target• Maintain and grow customer base
Key Working Relationships	Sales, Scheduling, Finance and Delivery teams

3. About You

Skills & Abilities	<ul style="list-style-type: none">• Competent in both verbal and written communication• Ability to learn and develop• Methodical approach to tasks and an understanding of how to plan and prioritise your workload• Ability to recognise when issues or opportunities arise that require resolution or escalation• Ability to work under pressure• Good attention to detail
Experience	<ul style="list-style-type: none">• Track record of achieving sales targets (ideally)• Experience within a sales role (ideally one to two years), dealing with internal or external stakeholders, or a customer service role (ideally three years) by email, telephone and face to face (business to business desirable)• Experience of using IT systems e.g. Client Relationships Management is desirable• Proficiency in Microsoft Office at beginner level• Working to tight deadlines where high levels of accuracy are required
Knowledge	<ul style="list-style-type: none">• Some understanding of the sales process• Understanding of what 'good' customer service is• Understanding/appreciation of approaches to learning styles
Qualifications	<ul style="list-style-type: none">• Ideally you will be educated to Degree level or equivalent or studying towards this level Or• Experience in a similar sales role that would reflect degree level qualification
Personal Attributes & Other Requirements	<ul style="list-style-type: none">• Personal drive and motivation to achieve• Tenacity and resilience• Positive, sociable personality• Good team player• Willingness to undertake DBS, BPSS, SC, DV, Disclosure Scotland or similar if required for the role