



1. Job Specifics

Job Title: Reports to: Location: Department:	DS3 - Senior Account Executive Direct Sales - Sales
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2. About the role

Role Purpose	Your primary focus is to develop new and grow existing customer relationships using the sales techniques gained from our in-house training programme to deliver against specific, measurable targets.
Duties & Key Responsibilities	<ul style="list-style-type: none">• Identify and liaise with key stakeholders/decision makers for both new & existing customers by telephone and email in order to maximise sales opportunities• Prospect for new customers whilst maintaining and growing your existing customer base in order to create and close sales opportunities• Input, analyse and interpret all relevant sales management information to prioritise incoming workload and qualify sales opportunities• Prepare quotes and proposals for customers• Use relevant data to fully report on sales activity• Deliver high levels of customer service which result in positive feedback from both internal and external stakeholders• Constantly develop a deeper understanding/knowledge 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"> • Persuasive verbal and written communication style • Ability to plan and prioritise your workload efficiently and effectively in order to achieve targets • Confidently recognise when issues or opportunities arise that require resolution through own initiative or escalation • Ability to work under pressure, whilst multi-tasking effectively • High degree of attention to detail
Experience	<ul style="list-style-type: none"> • Track record of achieving sales targets • B2B sales experience dealing with internal or external stakeholders/decision makers by email, telephone and face to face – ideally two years • Working to tight deadlines where high level of accuracy are required • Experience of resolving or offering solutions to queries • Proficient in using IT systems e.g. Client Relationships Management systems • Proficient in Microsoft Office
Knowledge	<ul style="list-style-type: none"> • Basic stakeholder management from building initial rapport, to establishing relationships with decision makers who have purchasing authority • Basic knowledge of the sales cycle from initial contact/prospecting to purchasing service offerings • Know what 'good' customer service is and how to deliver it
Qualifications	<ul style="list-style-type: none"> • Ideally you will be educated to Degree level or equivalent Or • Experience in a similar sales role that would reflect degree level qualification

Personal Attributes & Other Requirements

- Personal drive and motivation to achieve
- Tenacity and resilience
- Positive sociable personality
- Good team player
- Willing to travel to attend face to face meetings (driving licence with own car would be highly desirable)
- Willingness to undertake DBS, BPSS, SC, DV, Disclosure Scotland or similar if required for the role