Business Account Manager - Guernsey

Position details

POSITION TITLE:	Business Account Manager - Guernsey

BAND	CI – 3/4

EFFECTIVE DATE:	ASAP

PURPOSE OF ROLE	To develop and maintain a portfolio of business customers and build an opportunity pipeline with target customers across Guernsey.

LOCATION:	45 High Street, St Peter Port
NORMAL HOURS	9am to 5:30pm Monday to Friday (37.5 hours a week)
REPORTS TO:	CI Manager - B2B & IoT
DIRECT REPORTS:	
KEY INTERNAL RELATIONSHIPS:	Product and Marketing, Finance, Showrooms, Customer Services.
KEY EXTERNAL RELATIONSHIPS:	Business customer, Business groups, Business community such as IOD, Various associations, etc.

Key result areas

Performance and progress in the following areas will be a priority for the Business Account Manager. The level of achievement within these areas will be the basis for performance measurement.

Business

- Deliver targeted sales & revenues increase via acquiring new customer and retaining existing accounts, in all verticals
- Manage existing accounts.
- Work in conjunction with CI Manager - B2B & IoT, to develop and implement multi level sales campaigns to gain new customers.
- Develop a network of influencers.
- Seek opportunities to represent Airtel-Vodafone at business and community events, including prospect and client entertainment, ie Chamber Of Commerce, IOD lunches, Gala evenings, etc
- Build, develop and maintain relationships with customers and manage/create your own portfolio across Guernsey.
- Build an opportunity pipeline with target customers across Guernsey.
- Deliver presentations to and carry out negotiations with customers.
- Continue to develop a high level of market knowledge and expertise
- Ensure that Tenders to contract are realistic, professionally complied and commercially viable and that due diligence is applied to all aspects of risk assessment and management.
- Ensure provisioning is completed for all new customer and existing requests
- Carry out any other Management request.

Education & experience

The Business Account Manager will possess the following qualifications and levels of experience:

- Should ideally have proven experience in a similar role, and a successful track record in sales.
- Must have a thorough understanding of telecommunications voice and data products and their relevance to the enterprise markets, or the ability to pick this up at speed.
- A professional manner and a charismatic personality that can relate to people and their individual situations.
- A self starter with a "can do" attitude, a natural driver, comfortable in a "start up" environment.
- Self confident with a high level of interpersonal skills and the ability to build strong and lasting relationships.
- Highly motivated with the ability to influence others at all levels.
- Must be a team player, able to work on own initiative and in collaboration with others.

- A strong commitment to results is essential, as all activity will be focused on winning and retaining business and gaining a positive market share as quickly as possible.