

Position Title: Account Manager L&E-Micros
Position reports to: Sales Manager
Direct Reports: N/A
Office Location: Adapt IT Durban Campus

PURPOSE OF THE POSITION

The account manager is responsible for selling the business's products & services. He/she is responsible for implementing sales plans, documenting quotes, and reporting sales performance to the Director of Sales.

PRIMARY RESPONSIBILITIES FOR THE ROLE

- To follow up on leads by visiting prospective clients regularly, often enough to maintain their interest but not too often to alienate them.
- To achieve or better allocated Sales Quota. Sales Quota's will be reviewed annually.
- To identify prospective clients' exact needs by questioning, observation and the completion of a full sales survey.
- To entertain prospective clients, where possible combining this with visits to existing satisfied customers.
- To liaise closely with project managers and operational staff on all details of a new prospective installation. Ensuring operational staff have a full understanding and agreement on all details.
- To maintain communication with the client showing an ongoing interest in the installation and the installation team.
- Ensure that all funds are collected on time as per the contract.
- To complete a daily log of all activities, quotations sent and lost business.
- Analyze statistics thereby identifying key sales areas, problems and success rate.
- To research prospective client details, finding out as much as possible about the company to ensure a professional approach.
- To constantly monitor and be aware of competitor activity.
- To present a realistic proposal to a prospective client, having thoroughly researched cost factors, and ensure that the proposal is achievable.
- To constantly be aware of new business opportunities and action these.
- Maintain communications with the office on a daily basis, via telephone, cc:Mail, email or fax.
- Forward relevant product information, fixes, workarounds, known issues, etc... to relevant personnel within the company.
- Keep updated on new technologies available, both on MICROS software/hardware products, third-party software/hardware products, as well as general IT technologies, related to our industry.
- Regularly visit the corporate website www.micros.com to keep informed about corporate developments and news.
- Regularly visit the MICROS SharePoint intranet site, and read any published 'Product Marketing Announcements' (PMA) and Field Bulletins and presentations.
- Pass any certification examinations as required by Management.

- Maintain an adequate level of knowledge in MS Windows operating systems and software utilities as released from time to time.
- Be able to confidently and knowledgeably demonstrate to prospective clients the Micros SA product range.
- Maintain competitor knowledge.
- Maintain client files, filing of all quotations and sales documentation.
- Update and maintain your customer's details on CRM.
- Maintain your business diary on Microsoft outlook and grant access to the Sales Manager to view your activities.
- All commission and expense claims to be submitted by the 19th of each month, or as advised from time to time.

MINIMUM QUALIFICATION AND EXPERIENCE REQUIREMENTS

- Matric / Grade 12 / Equivalent
- Knowledge of Opera Software
- Minimum 5 years' experience within Hotel environment
- Minimum 3 years Management experience within Hotel environment
- Valid passport
- Own reliable vehicle and valid driver's license
- Willing to travel

DESIRED SKILLS AND QUALITIES

Personal Attributes and Qualities

- Excellent communication skills
- Excellent customer service
- Sales flair
- Target driven
- Confident
- Self-starter
- Go-getter

Contact Person: [Mpho Mogagabe](#)

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