

Position Title: Account Manager
Position reports to: Line Manager
Direct Reports: N/A
Office Location: Adapt IT Johannesburg Campus

PURPOSE OF THE POSITION

The Account Manager is responsible for selling solutions to existing and new clients within the marketplace. The incumbent is responsible for the management and development of accounts, to maximize turnover and profit, the achievement of personal targets and contributing to overall profitability, success and positive image of the company in the marketplace.

PRIMARY RESPONSIBILITIES FOR THE ROLE

Consistently achieve accepted sales targets by doing the following:

- Keep up to date on developments, trends and competitive threats within the assigned territory of the Group
- Generate leads in the assigned territory by prospecting at management and operational level with target customers and through liaising with partners and suppliers
- Ensure sufficient personal activity is maintained in terms of prospect facing meetings, general prospecting and cold calls. Regularly meet with prospects to understand their businesses, and generate demand for solutions and related services
- Produce compelling value propositions for proposals with the Support Office team
- Effectively manage the sales cycle in terms of the defined sales process
- Successfully negotiate contracts
- Assist the technical team in the delivery of solutions

Perform sales activity administration

- Prepare key account plans
- Provide market intelligence information
- Report on prospective business and sales pipeline activity

Ensure customers are satisfied

- Be positively rated in terms of customer satisfaction metrics
- Manage customer perceptions of the business

Ensure quality standards are maintained

- Adhere to the standards set for territory account management and reporting
- Forecast accurately for executive management review
- Ensure quality delivery in performing standard sales tasks

- Maintain the agreed personal development plan

Core Job Related behaviors

Sales

- Naturally born sales person able to “hunt” for new business opportunities
- Sound business acumen
- Proven ability to develop client base
- Proven ability to deal with high-profile clients in corporate world
- Proven ability to develop and deliver presentations
- Persuasiveness and influence
- Strong negotiation and presentation skills
- Proven ability to close deals
- Proven ability to set and reach stretch targets

Interpersonal/ Communication

- Sound interpersonal skills, creativity and ability to mix with other people
- Sound communication skills
- Have a high standard of written English skills
- Ability to communicate with high-profile clients
- Excellent verbal ability, communication, negotiation and presentation skills
- Ability to create, compose and edit written materials

Self-Management

- Integrity
- Self confidence
- Assertiveness
- Self-starter and quick learner
- Problem-solving and solutions orientation
- Must be organised and a self-starter
- Ability to structure self and environment
- Strong achievement orientation and ambition to perform on sales target
- Determination and tenacity
- Bias for action
- Presentability

MINIMUM QUALIFICATION AND EXPERIENCE REQUIREMENTS

- 3-5 years demonstrable track record of success in sales
- Minimum 3 years sales experience within the ICT infrastructure and application solutions
- Ideally possess the ability to architect solutions
- Able to operate with credibility at senior levels (typically Director / Head of Business Unit), but also be comfortable spending time with technical experts
- Have knowledge of the company’s chosen markets
- Ability to meet and exceed targets set

Contact Person: [Mandy Barret](#)

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