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

PURPOSE OF THE POSITION

The account manager is responsible for selling the business's products & services. Builds market position by locating, developing, defining, negotiating, and closing business relationships.

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
- 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.
- 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 Micros Software
- Minimum 5 years' experience within Restaurant environment
- Minimum 3 years Management experience within Restaurant environment
- Valid passport
- Own reliable vehicle and valid driver's license
- Willing to travel

Contact Person: [Mpho Mogagabe](#)

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