



Career Opportunity

JOB DESCRIPTION	
Job Title	Accounts Manager X1
Reference	EC107
Division	Business Development & Sales
Function	Business Development
Report To	Chief Operating Officer
Company	Afrocentric IP (Pty) Ltd
Location	Eastern Cape
JOB PURPOSE	
To manage an array of accounts; achieving high sales targets and sometimes even overseeing the work of account executives. Is responsible for building relationships with new clients and leading team productivity.	
KEY DIMENSIONS (SCOPE) APPLICABLE TO THE JOB	
<ol style="list-style-type: none">1. Develop, grow, and maintain sales2. Manage customer relationships3. Manages the on-going account relationships.4. Understands customer's business, technology and product requirements and appropriately matches solutions to meet customer needs	



FUNCTIONAL COMPETENCIES

1. Good interpersonal skills including willingness to assist communication and follow up.
2. Computer literate
3. Time management and organisational skills, willing to work flexible hours
4. Initiative and problem solving.
5. Ability to cope in a pressured environment.
6. Critical thinking
7. Pay attention to detail
8. Great Reporting writing skills
9. Be outspoken
10. Excellent reading skills
11. Analytical thinking

GENERAL RESPONSIBILITIES

1. Develop and oversee customer retention campaigns
2. Participate in and improve upon in-house brand promotions
3. Learn and recognize triggers based on customer behavior and engage with customers who request to terminate or downgrade service
4. Be the primary point of contact and build long-term relationships with customers
5. Help customers through email, phone, online presentations, screen-share and in person meetings
6. Develop a trusted advisor relationship with key accounts, customer stakeholders and executive sponsors
7. Communicate clearly the progress of monthly/quarterly initiatives to internal and external stakeholders
8. Forecast and track key account metrics
9. Responsible for working with the Sales team to on-board and integrate new clients and developing existing client relationships
10. Liaise between the customer and internal teams
11. Building a network of sales lead resources and developing new sales opportunities through knowledge of emerging growth areas, business influencers, cold calling, prospecting, target account management and managing existing client relationships.



QUALIFICATIONS, EXPERIENCE, SKILL & KNOWLEDGE

1. Qualifications:

1.1 Bachelor's Degree in Sales and Marketing or related tertiary qualification

2. Experience:

2.1 Minimum of 5 years' experience (Background from Insurance Industry will be advantageous)

2.2 IT background will be an added advantage

3. Skill & Knowledge

3.1 MS Office (MS Word, Excel, PowerPoint, Access, Project)

3.2 Communication

3.3 Presentation skills

3.4 Problem- Solving

3.5 Lead Generation

3.6 Sales Target

3.5 Soft skills

PLEASE EMAIL CVS TO: hr@afrocentricip.com

General Terms and Conditions:

1. Whereas the above will be expected from you, Afrocentric IP Services will provide you with the necessary tools and guidance for you to achieve your objectives where required. Your responsibilities are governed by Afrocentric IP business' requirement for efficiency, effectiveness and excellence in the provision of IT Consulting- Business Continuity and Information Security.
2. Your job description/profile may due to the operational requirements and or customer requirements be altered from time to time and this will be communicated to you in time where it realistic and practical. And should a need arise for you to provide assistance outside your job description/profile you will be expected to perform such duties subject to consultation.
3. Your role will be governed by the principles of continuous allocation of sites and clients to work in as identified or based on the requirement to provide a service in Gauteng and outside Gauteng Province.