

Premier Business Audio Job Description Form

Job Description

Job Title:	Account Executive
Department/Location:	Customer Service Team
Reports to:	Customer Services Manager
Hours of work:	Monday to Friday 9am – 5.30pm
Salary Range:	Competitive salary plus objective related bonus. Private Medical Insurance after qualifying period
<p>Summary of Position:</p> <p>Proactively contact existing clients and develop business relationships to ensure that whilst achieving up sell and cross sell targets all service levels are met. Using facilities such as the Company CRM, on line research, industry knowledge along with information gained directly from the customer, recommend ideas for making the clients audio messages stand out and add value to their business. Actively seek out new opportunities with existing clients for increased revenue, including referrals. Using software based systems manage scheduling and uploading of messages and music, providing basic first line technical support. Oversee this support and update process for the duration of the clients' contract.</p>	

Primary Responsibilities

Additional Responsibilities

Contacts customers by telephone to encourage uptake of message changes in line with their contractual update schedules	Adapts own style to suit customer needs, and works with customers to accurately identify and understand their audio marketing requirements.
Ongoing proactive account management of existing customers including the introduction of additional services – target driven	Identifies and creates opportunities for future business, including services to new customers
Ensure Customer Contact Strategy is followed and adhered to with every customer contact	Manages customer expectations at all times and communicates to customers in an effective way should expectations change in any way
Works to and achieves quarterly objectives in line with the Company's performance management strategy	Develops positive relationships with customers, internal as well as external, building mutual trust
Dispatch of productions to customers	Generates referrals and repeat business by delivering high quality service
Actively keeps abreast of customer activity to promote specific key messages within updates	Contribute within regular team meetings and training
Takes ownership of customer issues and resolves them to the customers' satisfaction	Incoming and outbound telephone communication including sharing answering inbound calls and fielding as necessary
Demonstrates high activity on telephone based communication (both internal and external)	Ad-hoc projects as required by Head of Customer Service

Personal Specification

	Essential	Desirable
Qualifications & Training	GCSE English & Maths Grade C or above	
Experience	Good literacy skills B2B Customer service experience Outbound Telephone experience Working to sales targets 'Farming' existing customer base	Creative Writing and script writing skills Working in a target driven sales environment
Qualities and Attitude	Excellent communication skills, both written and verbal Not afraid of the telephone! Proactive approach to work Ability to juggle many different tasks Excellent organization and prioritization skills Good commercial awareness	
Product Knowledge	Microsoft Office – email, word, excel	Interest in music and creative writing

Prepared by

Name:	Vicki Morris – Head of Customer Service	Date:	August 2016
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