



Account Manager, Foundation Business Unit Uxbridge (UK)

Tollring is a market leading software developer providing data visualisation and business intelligence tools that help manage, understand and control a wide array of communications information, resources and assets.

Growing rapidly and with offices in the UK, the USA, India and Australia, Tollring specialises in business communications analytics, call recording solutions, telecoms expense management and fraud management systems for network carriers and CSPs. Our innovative solutions are developed in-house and distributed via an extensive channel partner network to over 27,000 businesses globally.

Job Purpose

We are seeking an Account Manager to join our team. This is a desk-based account management role responsible for all revenue generated through offers to market within the Foundation Business Unit.

Key Responsibilities

- Forecast and achieve/exceed monthly, quarterly and yearly targets
- Generate sales within existing partners, including upselling and cross-selling
- Collaborate with sales team to support the company's growth strategy and reach prospective customers across business units
- Develop and maintain long-term relationships with assigned customers as the primary point of contact
- Deliver requested products and services for customers in a timely fashion
- Communicate customer needs/feedback to the business
- Forecast and track customer account metrics
- Manage projects within customer relationships, working to carry out customer goals while meeting company goals
- Coordinate with staff members working on the same account to ensure consistent, integrated service
- Service multiple customers concurrently, in accordance with deadlines

Qualifications, Experience and Skills

- At least 4 years' previous account management experience delivering customer-focused solutions, ideally in a SaaS Tech environment
- Excellent relationship building and presentation skills
- Problem-solving and decision-making skills
- Planning and organising skills, able to prioritise and work to deadlines
- Technology savvy with digital working skills (Microsoft Office essential)
- Good literacy and numeracy skills

Personal Attributes

The Tollring corporate values are: Teamwork, Energy, Integrity and Performance. The ideal candidate will be representative of these corporate values:

- A good team player with a 'can-do' positive attitude, who can use initiative

- Possess excellent attention to detail and take pride in the quality of their performance
- Clear communicator, both written and verbal, with excellent interpersonal skills
- Adaptable, accountable and results-oriented with a customer service approach

Remuneration, Benefits and Working Hours

- The role is a full-time position, 9am until 5.30pm Monday to Friday. The position is office based with flexibility to work from home.
- Salary up to £45,000 per annum depending on experience, plus commission
- 20 days holiday increasing every year up to a maximum of 25 days
- Company pension scheme
- Employee Assistance Programme

Training and Progression

Tollring values its staff, offering career development opportunities to those who are successful.

- A training plan will be provided, discussed, monitored and reviewed for the duration of the probationary period.
- There will be opportunities for progression as the company grows and as expertise is developed. These will be discussed in quarterly reviews or as appropriate.

How to Apply

Please send a covering letter, together with your CV, to: recruitment@tollring.com

The closing date is: **27th April 2021**