Account Manager, 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 31,000 businesses globally.

Job Purpose

We are looking for a top sales performer to join our team selling innovative technology solutions that are founded on industry-leading cloud technologies.

As Account Manager, you will be responsible for signing new reseller partners and generating incremental revenue through offers to market within one of our business units, whilst delivering exceptional customer experience.

Key Responsibilities

- Forecast and exceed monthly, quarterly and yearly sales targets
- Generate sales and revenue from within existing or newly recruited partners, including upselling and cross-selling
- Recruit and onboard new partners
- 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
- Service multiple customers concurrently, in accordance with deadlines
- Communicate customer needs/feedback to the business
- Forecast and track customer account metrics
- Manage projects within customer relationships to meet both customer and business goals
- Collaborate across teams working on the same account to ensure consistent, integrated service
- Collaborate with sales team to support the company's growth strategy and reach prospective customers across business units
- Work with internal virtual and support teams to deliver services and ensure revenues are generated within agreed timescales

Qualifications, Experience and Skills

- At least 4 years' previous account management experience delivering customer-focused solutions, ideally in a SaaS or Unified Comms Tech environment

- Tenacious and driven approach to customer and prospect management
- 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 represent 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 home based with flexibility to work from home
- Salary and OTE dependent on experience
- 22 days holiday increasing every year up to a maximum of 25 days
- Company pension scheme, group life assurance, employee assistance programme (EAP)

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