

**PERSON SPECIFICATION**

**Title: Customer Account Manager**

**Location: Farnham**

<b>SELECTION CRITERIA</b>	<b>Essential</b>	<b>Desirable</b>
<b>Education, qualifications and training</b>		
Professional industry related qualification		Y
Educated to degree standard or equivalent level of experience	Y	
<b>Knowledge and professional experience</b>		
Track record of working in sales based revenue generating role (minimum 2 years)	Y	
Experience of telecommunications sector		Y
Experience of working in a fast paced target focussed environment	Y	
Demonstrable experience of account management (minimum 2 years)	Y	
Tele-sales, field sales, B2B, B2C experience	Y	
Computer literate with experience of Microsoft Office, Excel, and CRM software (Goldmine), competent web user	Y	
<b>Skills and abilities</b>		
Skillful negotiator with ability to present a service professionally and enthusiastically	Y	
Experienced and fully comfortable with cold calling – both telephone and face to face	Y	
Strong closing skills, tenacious and single minded about managing the sale process	Y	
Self starter – plans/carries out responsibilities with minimal direction	Y	
Competent grasp of financial business drivers - ROI, Ratios, profit margins etc		Y
Creative and original thinker	Y	
Articulate – both in oral and written communication	Y	
Ability to assimilate facts quickly to gain broad knowledge of customer requirements	Y	
Excellent time-management skills and keen attention to detail	Y	
<b>Attitudes and behaviours</b>		
Initiative taker with enthusiastic personality, passion for sales and enjoys talking to people	Y	
Success motivated, and goal oriented with drive and ambition to succeed	Y	
Flexible to work demands and works well within a team environment	Y	
Has a positive 'can-do' attitude and bounces back from set-backs	Y	
Willing to support others and share information	Y	
Self confident and able to assume responsibility	Y	
Handles stressful situations and deadline pressures well	Y	
<b>Other</b>		
Knowledge of wider telecommunications and related market sectors		Y
Ability to travel away from home from time to time for meetings and to work out of office hours as required	Y	
Holder of a full, valid UK driving licence	Y	
Committed to the ethos and objectives of the Windsor Telecom	Y	