

Internal Account Manager

Job Specification



What does an awesome internal account manager (IAM) look like?

Academia Internal Account managers have more than a few strings to their bow. Aside from being flawless multi-taskers, they are Account management experts. It's about so much more than spreadsheets, phone calls and meetings....

We believe that a good business is only as strong as its customer relationships

A good customer relationship is when the customer has a consistent customer experience every time they interact, leaving them with a long-lasting positive impression. In a good customer relationship, there is mutual regard, trust and understanding between the customers and Academia.

That is why the best IAMs don't just manage accounts and projects, they build a relationship that puts the customer at the core of everything they do.

At Academia, we believe in creating value for our customers, to earn their lifetime loyalty. Handling expectations is where our IAMs shine, they see issues coming before they arrive and keep the customer in the loop - reacting in a timely manner to customer queries and issues to build rapport and develop relationships.

From picking up the phone instead of emailing to networking with authenticity, these Academia all-stars tighten the bond between the business and customer.

Academia IAMs are the trusted advisors, both externally to our customers and internally, to the senior account management team

Academia IAMs are equipped to manage the buzz and fast pace that modern business is all about. Being responsible for more than just the profitability of an account. A great IAM knows how to get the best from the wider Academia team.

Awesome IAMs use the full range of tools and support available, recognising that collaboration and teamwork can transform customer relationships, and grow business

Accelerate your career in IT sales:

The Internal Account Manager role is ideal for an individual wanting to progress a career in IT sales, allowing you to work with and develop key accounts, alongside an experienced team of Senior Account Managers and Business Development Managers.

A detailed training and succession and develop plan will be provided to signpost your career path

Responsibilities:

As an Internal Account Manager you will be responsible for developing long-term relationships with existing customers, winning new business and taking on the ongoing management of the account. Developing, managing and growing a profitable pipeline of opportunities.

Reporting to the Education Sales Manager, Potential candidate will be expected to achieve agreed sales targets and performance measures.

- Day to day management of defined account list, responding to customer queries in a timely manner, building rapport and developing strong customer relationships
- Initiate prospecting and lead generation activities to cross sell/upsell academia portfolio. Building a pipeline of focus area opportunities within CRM
- Meet and exceed key performance indicators
- Provide feedback and MI for the Senior Account Manager
- Answering of inbound phone calls and responding to email enquiry
- Creation of accurate quotes in a timely manner
- Customer interaction and sales quote follow ups (via email/phone)
- Accurate record keeping of all customer contact information within CRM
- Interacting with key vendors to complete deal registrations
- Attend weekly meetings with line manager to discuss the potential daily and weekly activity
- Prepare customer reports to support quarterly business reviews with Senior Account Manager

Key Skills:

- An understanding of the Education market and a good general knowledge of IT within the Education sector.
- Detail-oriented and organised.
- Highly motivated and enjoy a fast-paced environment.
- Have an ability to work independently, autonomously and take initiative.
- Can multi-task, pro-actively managing various issues.
- Possess superb time management skills.
- Excellent written and verbal communication skills.
- Can demonstrate drive and ambition.

Why Academia?

Academia Group is a fast growing, highly accredited, award-winning group of technology companies with a strong footprint in the educational space. We specialise in supplying software, IT hardware, training, and managed service solutions to both public and private sectors.

Established in 2003, we employ 150 dedicated professionals across multiple locations throughout the UK with a group annual turnover of over £90m. We partner with the world's leading technology manufacturers and have the accreditations, certifications, and awards to demonstrate our expertise and ability.

Benefits

- Gym Membership contribution
- Health Cash Plan
- Free breakfast Everyday
- Contribution towards childcare
- And much more...

