

Commercial Account Manager

Job Description

Job Title: Commercial Account Manager

Department: Commercial Sales GB

Reports To: Head of Commercial Sales, B2B Sales Team Manager & Commercial Team Leaders

Job Summary:

Secure orders for Tobermore products by meeting and influencing our targeted customer groups; whilst providing support to the specification team to ensure we turn our specifications into orders.

Responsibilities:

The following list constitutes the key tasks and duties of your post upon which your job performance will be assessed. Tasks are not in any particular order, therefore the sequence which they appear should not be interpreted as indicating priority or relative importance.

Duties will include:

- Secure orders for Tobermore products at agreed prices via Tobermore head office.
- Develop growth on product sales that align with the company strategy.
- Hold confirmed project specific meetings with the following customer types:
 - a. House Builders (both regional and national based in your designated area of work and as agreed via sales review meetings).
 - b. Main Contractors (both regional and national based in your designated area of work and as agreed via sales review meetings).
 - c. Groundworkers (as agreed via sales review meetings).
 - d. Civil or Builder's merchants who secure commercial direct to site orders.
- Manage project opportunities that have been created and ensure we have all the correct information so that we can secure the orders and achieve the targets set.
- Develop new and relevant opportunities to ensure our pipeline of projects is at a level that will ensure we achieve your individual and regional objectives.
- Follow up on all project opportunities and customer requirements within the timeframes required.
- Attend Monthly Opportunity Reviews with to discuss live projects, ensuring all information regarding these projects is accurate and agree the best ways to win the order.
- Attend Quarterly Strategy and KPI Reviews to review sales results, performance against KPIs and agree strategic plans to develop customer relationships and grow sales.
- Attend regional sales team meetings to support the team objectives and play an active role in these meetings.
- Work with the regional sales team and head office staff who provides support to you in this role.
- Actively work on your target list of customers and ensure we are meeting those that can provide us with the most orders.
- Develop strong customer relationships to enable you to gain repeat orders.
- Develop strong relationships with Strategy Groundworkers to increase sales.
- Use our added value services such as the design services to help gain more orders.
- Actively plan your diary in accordance to company procedures.
- Use hospitality as per company procedure to build and maintain relationships.

- Attend appropriate networking events to build your contact database and enable you to follow up and secure one to one meetings.
- Record all customers' interactions and notes as per company procedure.
- Learn all the products and services that Tobermore can provide.
- Maintain Microsoft Dynamics system as per procedures, using this system as a daily tool to record information and plan workload.
- Use LinkedIn to identify customers and increase Tobermore brand awareness.
- Communicate professionally at all times with customers and as per company training provided.
- All of this will be focused on the region and customers that have been allocated and agreed with you via the sales review process.
- Carry out tasks as required and deemed within your competence by your manager.

This job description is not exhaustive and serves only to highlight the main requirement of the post holder. The job description will be reviewed regularly and may be subject to change.

Employee Signature	
Date	
Manager Signature	
Date	

Commercial Account Manager

Person Specification

	Essential Criteria	Desirable Criteria
Qualifications	5 GCSE's A-C to include English and Maths	A Levels/ Degree – Business Related Sales
Experience	1-2 years' sales experience	- Customer Service Experience - Face- to face selling - Presenting Experience
Knowledge, Skills & Competencies	- Negotiation skills - Punctual - Self-motivated - Team Player - Enthusiastic - Hard Working - High Social Skills - Relationship Builder - Independent thinker - Excellent Communication Skills - Confidence to work independently or as a team - Very well organised - Ambitious - Adaptable to change - Rejection Handling - Engaging - Strategic Thinker - Positive Outlook - Persistent - Well Presented	- Sourcing project specific opportunities and following these through to secure the order. - External sales experience. - Merchant Sales experience. - CRM experience. - Business Development Experience - Construction Industry knowledge. - Merchant Industry Knowledge. - Regional awareness. - Telemarketing.
Physical Circumstances	- Full Valid UK Driving Licence - Living location close to the area they will be covering	