

ROLE DESCRIPTION

ROLE	Internal Key Account Executive
DIVISION	IAM Commercial
LOCATION	Office Based
REPORTS TO	Business Development Director
PURPOSE OF ROLE	
<p>The Internal Key Account Executive will be required to meet annual sales targets through a mix of sales achieved from existing and prospective clients. The role holder will manage a portfolio of existing, dormant or lapsed clients to ensure a professional and quality service is always delivered and on agreed terms. New Business leads will be generated through a mix of outbound calling, responding to inbound enquiries and wider marketing initiatives and this role will be responsible for converting these into new clients.</p>	
RESPONSIBILITY AREAS	
<ul style="list-style-type: none"> • Manage existing portfolio of clients and maximise all potential cross sell opportunities • Ensure all leads generated by personal and marketing activities are managed in a professional and timely manner • Support company marketing activity and revenue target objectives by using initiative to generate additional new leads and appointments with prospective clients • Ensure that the Pipedrive CRM system is updated in line with set SLAs and ensure that sales forecasting/pipeline status is accurate and realistic • Have a full understanding of all risk management products and services we offer and how the wider automotive issues impact on fleet client's requirements • Become an industry expert and use this knowledge to help identify the prospect/client specific driver risk management requirement • Create compelling proposals that satisfy the need or solve the problem identified for that individual client/prospect • Agree and implement contracts, Terms & Conditions, Service Level Agreements and Key Performance Indicators between IAM Drive & Survive and its clients to ensure we are meeting client expectation • Work with the MI team to ensure periodic and/or ad-hoc management information reports provided to clients are accurate and timely • Liaise with the IAM RoadSmart Finance Team to ensure any late payment patterns are dealt with effectively • Represent IAM RoadSmart at industry networking functions and/or conferences as required • Whenever possible and appropriate promote the benefits of becoming an IAM RoadSmart member/associate • Carry out ad hoc special projects as and when required 	

CONTROLS

- Weekly conference call with Business Development Director
- Attend sales team meetings as scheduled
- Attend periodic 1:1s with Business Development Director
- Attend bi-annual 1:1 Appraisals
- Internal CRM system

KNOWLEDGE, EXPERIENCE AND KEY COMPETENCIES

- At least two years' experience in sales, some of this within an account management role
- IAM standard of driving; required to undertake and pass the IAM Advanced Driving Test within 12 months of commencement in role

Key Competencies:

- **Planning and organising** - Able to set own priorities. Manages work logically through consistently prioritising own workload. Sends regular updates to their line manager
- **Customer service** – Proactively responds to customer needs and requirements and provides exceptional customer service. Focuses on the customer's business results rather than own. Goes beyond service expectations to help customers implement complete solutions
- **Influencing** - Gains acceptance of ideas and plans from others. Addresses issues in an open, constructive and professional manner. Has demonstrable experience of 'selling in' and maximising revenue opportunities
- **Teamwork** - Committed to team goals. Promotes and assists team working. Supports team changes with positive manner
- **Drive** - Sets high standards for self and others. Challenges negative behaviours and responses in a constructive way. Encourages people to be optimistic, with a can – do attitude and focus
- **Communication** - Adapts innovative communication style to match the needs and understanding of different audiences. Practices active listening skills. Able to establish inter-departmental communication easily
- **Problem solving** - Shows insight into the root-causes of problems. Explores various solutions to problems, weighing up the benefits of each (including costs, risks and values) and selecting the appropriate course of action
- **Commitment and resilience** - Thrives from putting the organisation's mission and vision into life. Adapts an energetic approach towards responsibilities

Other:

- Demonstrable sales results and negotiation skills
- Self-motivated, proactive and comfortable with UK wide travel (where necessary)
- This is an office-based role
- A good knowledge of occupational driver risk management or able to demonstrate a willingness to learn
- Good working knowledge of Microsoft Office software including Word, Excel, PowerPoint and Outlook

NOTE: This role definition is not all-inclusive. Employee will be required to perform other related duties as required.