

JOB DESCRIPTION

JOB TITLE: SALES ACCOUNT MANAGER

NAME OF JOB HOLDER:

REPORTING TO: TELESales CONTROLLER

PRIMARY RESPONSIBILITIES: To provide a service to customers and develop prospects and business currently enjoyed by means of Telesales. Performance to be measured against set objectives and targets.

SUMMARY OF DUTIES AND RESPONSIBILITIES:

1. To contact customers and obtain orders so that daily target for outgoing orders is met each day.
2. To maintain a diary of telesales calls and ensure that customers are contacted according to their call plan.
3. To represent the Company over the telephone and negotiate business in accordance with the Company Plan.
4. To take responsibility for developing sales and profitability for all customers and prospects in telesales executive areas.
5. To call on customers and assist with technical advice where necessary.
6. Monitor area performance against target.
7. Monitor products that customers are purchasing and take action at first indication of lost business.
8. Monitor sales against dispensers fitted Free On Loan.
9. Sell items from the Special Offer List and ensure that promotions are presented to each customer contacted.
10. To contact prospects/customers who have not ordered in 12 months and obtain new business.
11. Renew Supply Agreements when necessary and monitor Supply Agreement Matrix.
12. To ensure that action plans or any request for action are completed within deadlines to the satisfaction of the Telephone sales Controller.
13. All Service Information Documents (SID's) to be completed when necessary.

14. To submit relevant bonus claims.
15. To ensure the ISO 9001:2000 procedures relevant to the Internal Sales Department activities are maintained.
16. Raise Goods Return Notes when necessary.
17. Action customer complaints by completion of Service Information Documents (SID's) and the PMR.
18. Maintain Telesoft Diary.
19. Raise Business Agreement Forms (BAF's) for any prices quoted.
20. Cover for any absent member of staff where necessary.
21. Maintain a clean and tidy office.
22. Any other reasonable duties requested by the Telephone Sales Controller and Managing Director.
23. Keep filing up to date.
24. To make selected appointments for Field Sales in order to resolve/obtain lost or new business within your assigned area.
25. To organise samples and keep the matrix up to date.
26. Complete Daily Call Report Sheets on a daily basis and forward to Sales Secretary.
27. Raise special product request forms where necessary and forward to Sales Secretary.

Signed for and on behalf of
Merton Group UK Limited.

Name: _____

Date: _____

Signed by employee – confirming that
employee is in agreement with details as
laid out in this job description and will
carry out duties and responsibilities at all
times.

Name: _____

Date: _____