

# JOB DESCRIPTION

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| <b>JOB TITLE:</b>                | <b>SALES &amp; ACCOUNT MANAGER</b>   |
| <b>NAME OF JOB HOLDER:</b>       |  |
| <b>REPORTING TO:</b>             | <b>HEAD OF ACCOUNT MANAGEMENT</b>  |
| <b>PRIMARY RESPONSIBILITIES:</b> | To service the MGUK customer base, and nurture customer growth whilst identifying, developing and closing sales opportunities within the account portfolio. Performance to be measured against set objectives and targets. |

## **SUMMARY OF DUTIES AND RESPONSIBILITIES:**

1. Exceed Regional Sales & Profit targets.
2. Responsible for maintenance of Customer (and Prospect) data via our ERP system – in line with the Company’s Sales and Marketing Departments.
3. Work closely with the Head of Account Management to ensure an effective strategy is delivered to achieve the sales growth and satisfaction levels required.
4. Direct ownership of allocated Area Accounts.
5. Direct delivery of the following for both allocated and National/Key Accounts –
  - a. Customer review meetings
  - b. Customer sales growth development activities
  - c. Support activities including;
    - i. Site surveys, audits and support visits
    - ii. Training (site level and on screen)
    - iii. Complaint investigation and resolution
6. Maintain a regional call cycle/call frequency plan for all designated accounts.
7. Support MGUK Departments as and when required including Sales/Customer Support Unit.
8. Attend regional Prospect opportunity sales meetings if required.
9. Maximise the generation of profitable sales and achieved required sales/profit.



10. Liaise with MGUK colleagues to ensure that account execution is in line with Company Policy.
11. Manage the Customer relationships and expectations, building rapport at all possible levels.
12. Ensure all negotiated pricing structures are in line with MGUK Company Pricing policy.
13. Maintain all literature, visual aids and samples ensuring they are current, consistent, to the best quality available and replaced when necessary.
14. Have full commercial knowledge of the Company's practices and objectives.
15. Strive to exceed all targets and KPI's set including Customer satisfaction levels.
16. Ensure all post related and company polices *including* absence reporting, accident reporting and holiday scheduling are adhered to.
17. Any other duties as assigned by the Board of Directors.

Signed for and on behalf of Merton Group UK Limited.

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.

**Signature:**

**Signature:**

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**Print Name:**

**Print Name:**

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**Date:**

**Date:**

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