

We are HIRING

ASTON AND JAMES

Everything for the Workplace



Account Manager for Education

Job Purpose:

Manage and develop a portfolio of existing accounts

Reports to:

Business Development Manager

Communication:

Telephone and Computer

Location: Unit 1 Nimrod Business Park, De Havilland Way, Witney, Oxfordshire OX29 0YG

About Aston and James

We are an award-winning family business. Established in 1990. Our purpose is to provide the latest workplace products and services to enhance and support the way a business is run. Workplaces are changing and the way people work is constantly evolving. We provide everything for our customers workplace and innovate our offering to stay relevant to our customers. Saving them time, energy and hassle. Concentrating on supporting local businesses from our base in Witney.

About the Role

We are looking for someone to work with our energetic forward-thinking business, someone who is an excellent communicator, team player and has a winning attitude. Driving sales through category focus, you would hold a lead role supporting and developing our local Schools, Colleges and Universities. Gain insight and understanding of customer needs over the phone but with the option to visit in person which can really help with qualifying needs. Building relevance across our education base and bringing in fresh new business. You would be responsible for developing this part of our business whilst working alongside your colleagues in support of visits, promotions (features and focusses) Training will be provided on products and range, past product or sector knowledge is desirable but not necessary.

Our Goals and Aims

Continue to improve and help our customers consolidate their workplace suppliers list. Create a partnership beyond office supplies, becoming their workplace partner for goods and services. Be at the centre of everything they need to run their business efficiently and effectively. We are passionate about Workplace wellness and making a positive impact on CSR. Visit our website to read more about us and Our Commitment to Oxfordshire and beyond.



Learn more about Aston and James and apply online:

www.aston-james.co.uk/join-our-team

Responsibilities

- Manage a portfolio of accounts to achieve long-term success
- Build strong relationships with existing customers through understanding the customer's needs
- Regular interaction with the current customer base, identify opportunities with the Sales Development team on new opportunities to generate additional revenue and new business
- Create and maintain customer data in CRM system
- Build the long-term customer relationships, maximise the customers lifetime value, grow revenue and long-term profitability
- Act as a point of contact and handle customer's needs
- Report on the status of accounts and transactions
- Monitor sales metrics (e.g. quarterly sales results and annual forecasts)
- Suggest actions to improve sales performance and identify opportunities for growth within existing customer base
- To achieve all targets, maintaining the revenue and gross profit of each account ensuring they remain profitable in line with annual targets, exhausting all additional revenue streams opportunities
- Proactively contacting customers to maintain a consistent high level of service delivery, whilst identifying further new business opportunities
- Providing customers with relevant product information
- Processing customer orders
- Booking in demos and meetings for the Sales development Reps

Skills Required

- Sales account management
- Ability to deliver excellent customer experience
- An ability to grasp customer needs and to increase customer engagement
- Knowledge of CRM system and MS Office
- Able to understand sales performance metrics
- Excellent communication and negotiation skills
- Flexibility to work on your own as well as part of the team
- Meet/exceed company goals and KPI's
- Drive to achieve - Set your own goals and targets

Hours of work

Monday – Friday. Open to applicants who can work 25 hours + per week

Holiday entitlement 20 workings days plus bank holidays

Company Pension

We don't work Christmas eve and we close for the Christmas period. Salary will be based on hours, experience and qualifications. Apply online at aston-james.co.uk/join-our-team or email darren@aston-james.co.uk



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