



Customer Account Manager - £18,000 - £24,000 Basic + Commission

The Customer Account Manager is responsible for all outbound and inbound sales. The correct person will be highly motivated and hold exceptional communication skills. They will be responsible for keeping up to date with latest industry trends, managing customer relationships with a view to cross selling products and services.

Key Functional Areas of Responsibility

- Use a structured diary process & CRM to build lasting relationships with both existing and new customers
- Work internally with other departments to ensure client requirements are met
- Generate new business sales from our internal database
- Keep pace with SEO and internet marketing industry trends
- Maintain the highest level of standards to represent the company in the best light
- Understand SEO comprehensively
- Work alongside management to develop a growing client base for your own territory
- Deliver sales through service and support

Professional Competencies

- Consistently over achieve on KPI's
- Evidence adherence to company policies and guidelines
- Extensive knowledge of websites, SEO and digital marketing as a whole
- Excellent organisational skills and diary control

Professional Skills & Qualifications

- Excellent English and Grammar skills
- Google Analytics understanding

Summary of Key Defined Role Expectations

- Generate new business sales from our internal database
- Build long lasting relationships in view of cross selling digital marketing solutions

The job description describes the principal purpose and main elements of the job. It is a guide to the nature of the main duties as they currently exist but is not intended as a wholly comprehensive or permanent schedule of tasks.