



Total Communications Partner

Total Mobile | Total Fixed

# DESK BASED ACCOUNT MANAGER

pmgc<sup>®</sup>

COMMUNICATION MADE SIMPLE

Location: Glasgow (Scotland)

PMGC is the UK's leading independent Mobility, Fixed and ICT Managed Service provider providing innovative Communications and IT solutions that increases efficiency and staff productivity. We empower businesses nationwide to reach the next level of success and growth.

We are looking for Desk Base Account Managers eager to join our successful team in Glasgow. We look for truly passionate and hungry professionals, able to hit the ground running, to add value and act with integrity, keen on becoming part of a winning and growing company. We believe that developing people is a key factor of success, and we start from the very beginning by providing Telecom sector training and full support on the products and services we provide to our customers.

## The Role:

Responsible for developing and sustaining mutually beneficial long term relationships with PMGC's small and medium sized customers to retain existing business and cross sell a wide range of standardised managed services solutions that deliver significant value to their businesses and that generates significant profitable growth for PMGC.

## Required Skills/Experience:

- Managing our Small and Medium sized Customers: Accountable for managing approximately 120 small and medium sized business customers to retain and grow profitable revenue.
- Customer Profiling: Collate and capture a wide range of information and intelligence on each customer to accurately identify its current and future potential 'commercial value' to PMGC. All data should be captured on the CRM system and constantly kept up to date.
- Account Planning: Create and update detailed account plans that identifies, quantifies and prioritises opportunities, and outlines the specific actions, associated timelines and support required to deliver them successfully.
- Relationship Building: Develop and sustain mutually beneficial, long term relationships within each customer. There should be a particular emphasis on identifying the most appropriate decision makers and board members and forming strong relationships with these individuals. Each account should have a documented contact plan that details how each individual/group will be effectively engaged and how often they will be contacted.
- Business Analysis: Generate a good understanding of your customers business and use these insights to identify needs and requirements and make recommendations that will generate significant value for them.

- **Solution Sell:** Cross sell standardised solutions and technologies that fulfil the needs and requirements of your customers and generates significant value for them and PMGC. Work with The Head of Desk Based Account Management and the Head of National Sales to Identify accounts or opportunities that may require field based, face to face customer contact and agree an engagement strategy to progress these opportunities.
- **Act as the 'Voice of the Customer' for SME customers:** Leverage your understanding of customer needs and the feedback received from the customers to ensure PMGC becomes a truly 'customer focused' organisation. Ensure the needs of your customer's influences and drives every aspect of how PMGC engages and works with its client base, including the development of new, innovative capabilities and solutions, defining and delivering appropriate standards of customer service and creating appropriate commercials that enable us to succeed in our chosen markets.
- **Supporting the wider team:** Support the achievement of PMGC's commercial objectives by investing significant personal time and energy supporting other people improve their performance through the sharing of best practice, coaching and mentoring less experienced team members and working positively and collaboratively with other teams to improve company- wide performance.
- **Contributing to the development of an effective Desk Based Improvement plan:** Use your experience and knowledge to actively engage in the creation and execution of a Desk Based improvement plan that delivers continuous improvement and informs a wider, effective sales strategy that will support the achievement of PMGC's long term commercial objectives.
- **Adherence to agreed sales policy and process:** Positively support and promote adherence to agreed sales policy and process amongst the entire sales force.
- **Personal and professional development:** Commit to ongoing personal and professional development to maximise effectiveness and contribution to the business.

## Candidate Profile:

- A strong achievement orientation
- A proven track record of delivering commercial success in a managed services environment is desirable as is an understanding of the relevance of the technology and solutions PMGC supplies
- Strong commercial acumen with a clear understanding of what delivers a profitable business and an absolute passion for delighting customers and putting them at the heart of the business
- A highly successful track record in sales with clear evidence of delivering significant profitable growth
- Well- developed business analytical skills that with a proven ability of identifying the key needs, requirements and drivers of commercial success
- Well-developed planning skills and a proven track record of developing and deploying effective Account plans that deliver value to the customer and parent business
- Strong relationship building skills with a proven track record of creating and leveraging effective relationships to deliver significant commercial success.
- Understanding customer strategies and how PMGC can effectively shape and support those strategies is essential to delivering value for both the customer and PMGC.
- An ability to marshal and coordinate organisational resources to deliver customer solutions
- Influencing skills, a proven ability of building credible and compelling propositions and using personal qualities to persuade and convince people to positively adopt and embrace them

## Interested?

If you are interested in this position, please send your CV over to Jayne Blair at: [jblair@pmgroupuk.com](mailto:jblair@pmgroupuk.com)