

Job Title: Account Manager

Simartis Telecom is a dynamic company created in 2004, active in the area of products & services for the GSM Telco market. Our strategy of creating long-term value by enabling all GSM mobile operators to successfully expand their operations using our innovative solutions. All the solutions we provide are owned by Simartis and are fully designed and developed in house. You can read more about us on our website: <https://www.simartis.com/>

Main Role objective

- Ensure successful achievement of sales targets and specific performance metrics, aligned with business strategies.
- Identify promising prospects through cold-calling, networking, and various sales channels.
- Boost brand awareness upon prospective customers for company's products and services.
- Build and maintain long-term relationships with customers and generally stay with customers

Responsibilities

- Hitting/exceeding annual sales targets within assigned territory and accounts.
- Identify and qualify leads, following up on leads and winning new customers.
- Manage the sale and coordinate contract negotiations for a successful close.
- Understand customer needs and identify new opportunities to manage and grow accounts – upsells and cross-sells.
- Liaise with pre-sales team to analyze customer requirements, develop solutions to problems and draft the customer engagement plan and proposal.
- Effectively communicate the value proposition through proposals and presentations.
- Develop and maintain excellent relationships with key sponsors in customer's organization.
- Coordinate with operational staff working on the same account and monitor (i) on time delivery of all works according to customer requirements and (ii) service continuity within agreed SLA.
- Point of contact for assigned customers.
- Manage multiple accounts
- Ensure scheduled invoicing and payment as per due dates.
- Provides forecasts and estimates for various selling procedures and sales plans.
- Forecasts and tracks customer account metrics.
- Documents the customer communication and sales processes and, if required, prepare reports to be submitted to senior management.
- Assisting management in identifying viable marketing and pricing strategies.
- If required, attending conferences, tradeshows, networking and corporate events, showcasing company's products and services to prospective customers.

Required Experience and Skills

- Ability to understand new issues quickly and make wise decisions.
- Ability to inspire confidence and create trust.
- Ability to work under pressure, plan personal workload effectively.
- Aptitude in decision-making and problem-solving.
- Excellent verbal and written communication. Excellent interpersonal & communication skills.
- Goal oriented, driven and motivated by purpose.
- Strategic thinker & problem solver with the ability to be hands-on.
- Commercial orientation
- Advanced Negotiation Skills
- Account Plan & Strategy for customer/prospect group
- Knowledge of complex sales, process & techniques
- Knowledge of contracts & service level agreement
- Knowledge of marketing techniques and best practices.
- Capacity to manage various projects and work to tight deadlines.
- Excellent networking skills.
- Willingness and ability to travel.
- Experience in IT/Telecom/Software Development fields
- A minimum of 7 years experience in a similar role
- Strong experience within consultative sales and possess the ability to prospect and manage senior level relationships.
- IT&C industry knowledge/Exposure to customer communication environment

Complexity

The role has high complexity, encompassing a wide area of responsibility.
Must be able to switch between tasks, to communicate with all levels at company and customer level.
Customer interaction is required.
Willingness and ability to travel is required.
Attending conferences, tradeshow, networking, and corporate events may be required.

Reporting, interactions

- Interacts with all employees
- Works on several activities with the Simartis managers/directors

Benefits for working with us

- Competitive salary
- Private health insurance
- Bookster subscription
- Trainings for professional and personal development
- Extra vacation days according to your seniority in the company
- A team of experts that are willing to share good practices tips & tricks.
- Annual team buildings
- Bonus for employees' children on Christmas and 1st of June