



Ref Number:	230/SB
Job title:	Internal Accounts Executive
Division:	KCS
Contract:	Permanent and Full Time
Responsible to:	Outbound Manager
Responsible for:	N/A

The Role

We are looking for an enthusiastic and focused office-based Account Executive to drive our growth within a portfolio of c.800 - 1000 accounts.

This is an exciting fast-paced role that focuses on volume outbound calls to schools, academies, businesses and councils across the UK to persuade customers to switch to KCS as their chosen, trusted supplier.

A key part of the role is to demonstrate why KCS are the best supplier that can meet the customer's needs and provide them with value every single day. Our customers are very busy and face tough challenges in their roles, our ethos is to make their lives easier, save them time and save them money....we need someone special to deliver this promise to our customers.

As part of the internal sales team and wider UK sales team, our Accounts Executives are critical in our GROW strategy. It is therefore critical to be able to work as part of a successful and winning team, with both management supervision but also autonomously to be able to prioritise your own workload.

A fully target driven role based on achieving results through volume activity which includes daily call KPIs, conversions of call to sale and growth targets supported with a monthly commission reward package.

Key Duties

- Ownership of a large volume portfolio of KCS customers
- Target driven to proactively grow customer spend against set objectives
- KPI-led role with daily rhythms in customer calls, conversion results of calls to sale and portfolio size change
- Daily outbound phone calls and follow up emails, to customers across a geographical territory in both education and non-education sectors
- Working on targeted campaigns and promotions, supported by the Marketing Department
- Actively promote products and services to increase revenue sales, constantly seeking opportunities
- Using and updating company IT systems such as CRM with accurate data entry

- Ability to learn about new products and services and describe/explain them to prospects
- Able to deal with any request from our customer base with ownership. To include liaising with external suppliers
- Collaborate across all departments to action any customer requests and give market and customer feedback
- Work to and exceed daily sales targets
- Work closely with the wider UK sales team to give feedback and help inform future campaigns and opportunities
- Attend and engage with all sales training and personal development coaching sessions
- Work as a team to develop new approaches, customer scripts and effective ways to provide the customer with a fantastic experience
- Prioritising daily activities and actions to ensure they are all met
- Liaising with internal departments to ensure client needs are fulfilled effectively.

Other duties:

Health and Safety: Adhere to the corporate policy on Health and Safety at work as well as taking responsibility for Health and Safety within the area of your control.

Equality and Diversity: Work positively in an equal opportunity and diverse environment and respect the unique contribution of every individual.

Environmental Awareness: To support the organisation's corporate Environment Policy by complying with relevant environmental legislation and carrying out your duties in an environmentally responsible manner.

Internal & External Relationships

Internal:

- Procurement
- Finance and Credit Control
- Sales department
- Marketing
- Operations and Transport
- Other Commercial Services divisions

External:

- Customers
- Suppliers

Person Specification

The Person Specification details the necessary skills, qualifications, experience or other attributes needed to carry out the job. Please be aware that your application will be measured against the criteria published below.

Selection panels will be looking for clear evidence and examples in your application which back-up any assertions you make in relation to each criterion.

<p>*Criterion to be assessed via: A = application form I = interview questions T = test or presentation at interview</p>

Qualifications / Training	Essential	Desirable	Assessed via*
GCSE English and maths or equivalent	✓		A

Experience / Knowledge	Essential	Desirable	Assessed via*
Cold calling	✓		I
Working with a wide range of products and services		✓	I
Ability to negotiate	✓		I
Experience in managing or owning accounts	✓		
Knowledge of CRM systems		✓	I

Skills / Abilities	Essential	Desirable	Assessed via*
Working as a team	✓		I
Ability to influence, build rapport & gain excitement	✓		I
Ability to effectively use questions to understand customer needs	✓		

Additional Attributes	Essential	Desirable	Assessed via*
Ability to assess, prioritise and action multiple	✓		I

tasks			
Being accountable and taking responsibility for activities	✓		I

Code of conduct

We expect our employees to act professionally at all times both internally in the way we treat our colleagues and business partners and externally in the image we project to our customers and suppliers.

We expect all our team members to :

- ✓ Be Caring – about their colleagues, their customers and our business
- ✓ Be Trustworthy – and do what they say they are going to do
- ✓ Be Proud – of their role in the business, what they do and how they do it

Job Holder's Signature:		Date:
Print Name:		
Line Manager's Signature:		Date:
Print Name:		