

Role profile

Description of role and context

Job title	Account Executive		
Department/team	Sales	Hours of work	37.5
Line manager	Key Account Director	Line reports	None

Role purpose

The primary function of a Account Executive is to generate and close sales against criteria, and facilitate other sales opportunities for The Myers-Briggs Company Account Management Team. To act as first point of contact for customers in sector and to maintain and develop the customer database system for existing and potential clients.

How this role fits into the business

This role sits within the Sales Team and works in a discreet pod supporting a territory within the UK. This Sales team contributes to the overall success of the business by developing and growing revenue.

Key responsibilities

- Work in partnership with the sector field-based salesperson(s) to develop and grow the designated sector through consultative and where required, tactical selling.
- Qualify, develop and manage a pipeline of leads, quotes and prospects by monitoring and recording client activity in area of responsibility to meet specific targets and key performance indicators.
- Surface opportunities for face-to-face contact with clients for field-based salesperson(s) as appropriate.
- Develop a trusted advisor relationship with clients in your sector by regularly maintaining phone contact with customers to understand client needs and activity.
- Have accountability for developing and maintaining own product and service knowledge.
- Manage and maintain client records on the relevant business systems for existing and potential clients in sector. Recording activity to ensure that The Myers-Briggs Company can support customers effectively.
- Assisting other departments when needed, including supporting debt and payment chasing and covering Customer Support phone service.

This job profile is current as at the date shown below. In consultation with the post-holder it is liable to variation by management to reflect or anticipate changes in or to the job.

Person specification

Knowledge

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| <ul style="list-style-type: none"> - Essential: - Understanding of sales techniques - | <ul style="list-style-type: none"> - Desirable: - Data analysis and reporting - Understanding of how people and organisations work. |
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Experience

- | | |
|---|---|
| <ul style="list-style-type: none"> - Essential: - Sales training techniques (e.g. Customer Centric Selling, Solution selling, Miller Heiman, telesales) - Sales experience | <ul style="list-style-type: none"> - Desirable: - Experience of using a CRM and Microsoft Office - Experience of working with psychometric tools |
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Technical skills and abilities (or technical competencies)

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| <ul style="list-style-type: none"> - Essential: - Ability to ask probing questions in both an open and leading manner when appropriate and demonstrate active listening skills - Ability to establish rapport on the phone and build trusting business relationships - Natural curiosity in how organisations work and an interest in supporting organisations to be better at what they do - Motivated by selling and hitting targets - Administration and attention to detail in recording client activity on CRM - Ability to prioritise and manage workload | <ul style="list-style-type: none"> - Desirable: - Time-management skills to effectively manage client contact activity |
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Person specification continued

Behavioural competencies

This section highlights the behaviours from The Myers-Briggs Company competency framework that are **top priority** for this role. This does not mean that the others are not relevant, rather that those in bold are the behaviours that are **most critical to success**. Performance against these essential behaviours will be assessed in selection and considered within the performance appraisal process when evaluating the way an individual has approached their objectives.

Competency	Level	Competency	Level
Client focus	2	Commercial focus	2
Interpersonal effectiveness	2	Passion, commitment and drive	3
Planning and organisation	1	Problem solving and judgement	1

Summary of main terms and conditions of employment

The terms and conditions of employment applying to the position are as follows:

Salary

Commensurate with experience

Benefits

- 25 days paid holiday, plus up to five days unpaid leave per annum
- Free individual private healthcare and dental cover
- Group personal pension scheme where The Myers-Briggs Company matches individual contributions between 4% and 5% (eligible to join after three months)
- Life assurance, paying four times salary
- Parking available on site
- Employee Assistance Programme
- Long Term Disability Insurance

Notice period

The contractual notice period for staff in the above post is one month on either side during the first 12 months, increasing to two months thereafter.

Probationary period

6 months

Hours of work

37½ hours per week. Some adjustment to hours may be possible to accommodate those requiring flexibility.

Date role profile updated: October 2019