

## 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 analyse data, generate meetings, surface opportunities and close sales against specific criteria. The role is to protect past revenue spend and to build the annual spend in the customer. To act as first point of contact for tiers of clients/ customers in division 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 supporting a dedicated client division within the UK. This Sales team contributes to the overall success of the business by developing and growing revenue. It is the largest revenue generating portion of the European business.

### Key responsibilities

- Works in partnership with the Key Account director to execute on the divisional strategy to meeting the sales targets for the quarter and budget year.
- Qualifies, develops and manages 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.
- Uses contact management system and data analysis to book and attend meetings (at least 6 per week to take place) within a defined segment of the client portfolio within the customer division.
- Develop a trusted advisor relationship with clients in your division by regularly maintaining phone contact with customers to understand client needs and activity.
- Take 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 with designated division . 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.
- Work closely with the Marketing team on outgoing campaigns and follow up with clients post campaigns

- Provide sales activity and data analysis to sales management

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

#### Essential:

- Understanding of sales techniques

#### Desirable:

- Data analysis and reporting
- Understanding of how people and organisations work.

### Experience

#### Essential:

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- Sales experience
- Experience of using a CRM and Microsoft Office

#### Desirable:

- B2B sales experience
- Experience of working with psychometric tools
- Sales training techniques (e.g. Customer Centric Selling, Solution selling, Miller Heiman, telesales)

### Technical skills and abilities (or technical competencies)

#### 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
- Motivated by selling and hitting targets
- Ability to prioritise and manage workload
- Attention to detail, methodical organisation skills

#### Desirable:

- Time-management skills to effectively manage client contact activity
- Ability to use commercial focus skills to identify and prioritise leads

- Collaborative working style
- Intrinsically motivated
- Numerate and literate

## 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
<b>Client focus</b>	2	<b>Commercial focus</b>	2
<b>Interpersonal effectiveness</b>	2	<b>Passion, commitment and drive</b>	3
<b>Planning and organisation</b>	1	<b>Problem solving and judgement</b>	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
- Training in The Myers-Briggs Company Tools
- Sales training

### 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: June 2021