

# WE'RE HIRING

## SME ACCOUNT MANAGER

Digicel is seeking a highly motivated individual for the position of **SME Account Manager**. This is a fast paced position and requires a talented and energetic individual with strong attention to detail who is not afraid of winning new business and building a customer base. The successful candidate must have a proven track record of driving results in a sales environment and cold-calling experience. Strong communication and organizational skills are critical.

The Account Manager will be responsible for the management of sales and relationships with our small and medium enterprise customers, ensuring long-term success. He or she will manage a portfolio of assigned customers, develop new business from existing clients and actively seek new opportunities. The Account Manager will also develop an ongoing business relationship with strategic clients and provide solutions to their business needs, thereby meeting or exceeding sales, profit and customer experience targets, which requires a thorough understanding of the assigned industry segment.

### **Primary responsibilities will include (but not limited to):**

- Identify opportunities and conversion in Digicel's suite of products in line with business targets
- Achieve or exceed targets assigned by the business
- Maintain an effective business relationship with the client's executive team, leading meetings, presentations and proposals
- Cold call as appropriate to ensure a robust pipeline
- Accountable for total customer satisfaction, market share, profit and revenue within the client base (assigned quota)
- Assist in negotiating customer contracts involving others as necessary and help ensure compliance by all parties
- Participate with the sales and cross-functional teams in the planning of programs and strategies
- Utilize quality principles in the development and assessment of client proposals and deliverables
- Effectively manage the development, delivery and presentation of client proposals
- Use of Salesforce for accurate sales forecasting through understanding of the client's business cycle, financial constraints, evaluation criteria, concepts and attitudes of key client decision makers
- Represent the Company at corporate events, using the opportunity to network
- Responsible for the preparation of quarterly, monthly and weekly forecasts

### **The successful candidate will possess the following qualifications, skills and experience:**

- At least 4-5 years' experience in customer-facing activities in a B2B environment
- Sales & Telecommunications experience
- Proficiency with IT software such as Excel, PowerPoint, Word
- A technical solution expertise in a comparable sales role
- Very good understanding in GSM, LTE as well as in ICT solutions
- Ability to influence and negotiate with customers both internally and externally and at all levels
- High levels of initiative, self-motivation and time management
- Highly driven with a competitive spirit, strong will to win and passion for selling
- Excellent relationship building and problem solving abilities
- Flexibility is a must with a strong focus on exceeding both individual and team expectations

Interested persons should apply with a cover letter and detailed resume to [hr.recruitment@digicelgroup.com](mailto:hr.recruitment@digicelgroup.com).

**Closing date:** April 19th, 2019