

# WE'RE HIRING

## BUSINESS SOLUTIONS ACCOUNT MANAGER

Digicel is seeking a highly motivated individual with excellent communication, customer and relationship management skills for the position of **Business Solutions Account Manager**. The successful candidate will be accountable and responsible for the relationship, sales and customer satisfaction outcomes including sales target achievement (new business, retention and year on year revenue growth) in their client base.

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

- Lead the achievement of all sales objectives inclusive of sales targets, revenue and debt by new business acquisition, client retention (reduced churn), notable improved customer satisfaction and client engagement
- Author, implement and lead in collaboration with client(s) and the Business Account Development Plans for key clients representing the strategy, vision and client road map for mutual growth, improved relationship/customer experience and achievement of business goals
- Lead and win (externally with the client and internally within the business) the top by value key new business acquisition opportunities annually and the top by value renewal opportunities annually
- Be the "client ambassador" internally by leading the functional support teams (service, finance, product etc.) to deliver client visible improvement plans where needed to improve customer experience, reduce/eliminate debt and deliver valuable solutions as defined by the client
- Accountable for the development of high quality proposals, bids and propositions to client audience that result in new business, relationships and solutions in client base
- Develop and own key relationships within client(s) base and cultivate meaningful new "win/win" relationships and "client coaches" that result in mutual success for the client and Digicel
- Commit to and adopt the sales Premiere Sales Metrics that include => 100% of sales on target rolling average, 5:1 pipeline to target ratio, 100% data accuracy, customer meetings and attendance at events, customer response times, 75% YoY win rate by value improvement, etc
- Maintain 100% compliance with the sales KPI reporting and cadence inclusive of leading and lagging sales indicators, Sales Playbook, Sales Process, market insight and performance to sales targets

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

- Bachelor's degree in Business Administration or related discipline with a minimum 5 years sales and account management experience within the telecommunications and/or technology industries
- OR 7 years sales and account management experience within the telecommunications and/or technology industries
- Demonstrated sales target achievement/over achievement required
- Enterprise, corporate and/or SME established relationships in their market preferred
- Target Account Selling, Salesforce methodology, Miller Heiman, value based selling and/or other sales system and methodology experience preferred
- Good standard of communication/presentation skills across the spectrum of client audience required; High emotional intelligence and listening skills required
- Focused, passionate and relentless in ability to achieve goals as well as collaborate across the external and internal broader community to enable mutual success. A "win/win" approach to profession and goals

Interested persons should apply with a cover letter and detailed resume via <https://careers.digicelgroup.com>.

Closing date: **December 17th, 2021**

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