

Account Manager

Reporting to	CEO
Location	No.1 Spinningfields, Manchester
Contract	Permanent
Package	Competitive salary + benefits

Work with us

At Nomical we pride ourselves on our creative and scalable solutions. From cloud to connectivity to collaboration, we develop and support a spectrum of bespoke, cutting edge tech across a broad range of industries. Founded in 2006, we continue to grow and innovate. At the end of the day, we love modern tech and we love making our customers happy.

What it's like to work here

We love what we do and embrace constant change, even if that means breaking our own mould (especially when it means we get to tinker with new toys!)

We're a diverse bunch with many different backgrounds, interests and perspectives. We believe this is what makes us strong as a team and ultimately successful.

Our HQ is in one of Manchester's newest buildings, No.1 Spinningfields. It's a vibrant office with plenty of break out areas so you can find your ideal work environment, whether that's at a desk or on a sofa. We even have a barista on site for all your re-fuelling needs.

If you consider yourself a doer, an eager learner and you are kind and thoughtful in everything you do, then we could be a great fit and we want to hear from you.

Your role

As Account Manager you will be the primary contact for customers for all matters relating to the service we provide. You will be expected to develop and maintain robust working relationships with key stakeholders to meet their current and future needs while ensuring that service excellence is delivered.

Your role will involve;

- ▶ All aspects of account management including managing client expectations, resolving queries, regular site visits and ensuring all administration is compliant and up to date.
- ▶ Establishing, developing and maintaining strong, effective working relationships at a senior level with customer stakeholders, using negotiating and influencing skills as appropriate.
- ▶ Maintaining full knowledge, awareness and understanding of customer specific contracts and KPIs, monitoring performance against them.
- ▶ Maintaining a pipeline of current and potential projects and related revenue forecasts via a Key Account Plan (KAM).
- ▶ Maximising sales potential by identifying and exploring new opportunities with existing customers. Managing the sales process from initial opportunity through to securing a purchase order and successful deployment of solution and transition to Support team.
- ▶ Managing customer expectations to ensure that the company is able to deliver the required levels of service.
- ▶ Regularly presenting service performance reviews to customers, illustrating successes and identifying areas for improvement and engaging them to work in partnership and to achieve the best outcomes. Carrying out effective business meetings with clients, including meeting preparation, agenda setting, meeting management; identifying client pains and specific needs; articulating case studies and anecdotes; proposing solutions and; differentiating Nomical from the competition where required.
- ▶ Preparing regular reports for the Directors, keeping them informed of any developments or concerns relevant to customer accounts.
- ▶ Accountability for managing customer pipeline internally, establishing clear communication channels between departments to ensure fulfilment of customer requirements. The Account Manager will play an essential role across Nomical teams by taking the lead and delegating projects or tasks and monitoring workflows to completion and customer satisfaction.
- ▶ Assisting with monitoring and updating the Salesforce data as it relates to Leads, Contracts, Products, Opportunities and Quotes.
- ▶ Working closely with technical colleagues during customer requirement gathering (in conjunction with Solutions Architects), ensuring a sound knowledge of products and services consumed by customers whilst also developing and maintaining knowledge and experience of trending and emerging technologies.
- ▶ Working with the Business Development Lead in writing and preparing sales proposals as well as marketing literature.
- ▶ Assisting with monitoring and renegotiating Contract Renewals with customers.
- ▶ Monitoring ongoing compliance with GDPR in line with service provision for customers.

What we need from you

- ▶ Experience within an MSP, ISP or Teleco is a requirement, either in a Sales or Account Management roles.

- ▶ Ability to perform efficiently with high levels of autonomy and to represent the company in a credible and professional manner.
- ▶ Excellent problem-solving skills and ability to devise and implement strategies that benefit both the customer and service provider.
- ▶ Strong sales negotiation and sales closing skills, along with a proven track record of achieving targets.
- ▶ Excellent verbal and written communication as well as time-management and organisational skills.
- ▶ An intelligent self-starter with a keen eye for detail and the ability to work on own initiative.
- ▶ Professional and friendly approach with excellent networking and relationship building skills.
- ▶ Ability to inspire and promote an ethos of service excellence. Self-motivated, tenacious, disciplined, enthusiastic and resilient. Someone who works well with others to achieve exceptional results.
- ▶ High level of personal commitment and standards, and attention to detail.
- ▶ Project management experience would be an advantageous.
- ▶ Proficient with Microsoft Office suite and/or Mac equivalent (Keynote/Pages) with ability to prepare accurate proposals and related documents.
- ▶ Location: Nomical is based in Manchester but this role will require significant travel to customer locations predominantly across the UK

This is a fantastic opportunity for an ambitious individual who is looking to grow, and work within a dynamic company with forward thinking colleagues.

How to apply

To apply for this position, please send us an email at jobs@nomical.com and include a copy of your CV.