

Account Manager

Position Summary

Reporting to the Head of Account Management and working collaboratively with the Sales Team, this role will see you act as a single point of contact for your customer portfolio proactively fostering ongoing business relationships and securing additional business opportunities from both new and existing customers to meet agreed QBT business growth and revenue. You will create strategies to combat potential revenue losses, provide solutions for existing customers and assist in pursuing new clientele.

Working Relationships

Relationship	Type and Nature of Relationship
Group GM QBT	Indirect Reporting Line
Head of Account Management	Direct Manager
Head of Sales	Indirect Report
Sales Managers	Peers

Responsibility

Key Result Area	Major Activities
<ul style="list-style-type: none"> Relationship & Profitability 	<ul style="list-style-type: none"> Proactively create and develop business opportunities with both new and existing clients in order to generate additional business and to enhance key relationships Work effectively with Sales Team to identify new products and growth opportunities, which will increase profitability of QBT Identify, foster and manage key relationships with individuals who represent the customer business units that are either existing or future potential customers of QBT Work with Sales to use subject matter expertise and experience to develop services and resolve existing shortfalls in service, ensuring day to day problems are managed and resolved. Maintain contact with clients through calls, emails and arranged meetings to update them on products and offers to ensure that they are satisfied Responsible for key customer development, working with the wider QBT business to maximise business potential from each client relationship Understand customer needs and develop plans to address them

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- Implement a strategy for retention of corporate accounts ensuring they do not turn to competition
 - Work with Sales managers to prepare strategic business plans for each account within portfolio
 - Acquire a thorough understanding of key customer needs and requirements
 - Prepare regular reports of progress and forecasts to internal and external stakeholders using key account metrics
 - Ensure strategic reviews are completed and delivered within agreed time frames
 - Coordinate with Sales on the quarterly health checks on portfolios

- **Competitive Advantage**

- Monitor, investigate and provide market intelligence on all competitor activity and product generating improvement areas in account maintenance and management
- Monitor and analyse customer's usage of our product
- Develop and implement an ongoing customer management strategy increasing spend of existing customers within portfolio through organic growth
- Continually monitor and increase fee revenue to ensure accounts are profitable
- Communicate clearly the progress of monthly/quarterly initiatives to internal and external stakeholders
- Continual education on QBT consultants to supporting the expansion of QBT's suite of products and services for customers.
- Liaise closely with the Sales Team and Marketing Team to ensure all marketing activity is promoted effectively
- Maintain CRM database, recording all relevant account information including key contacts, revenue forecasts and actuals, business development opportunities and event management
- Ensure customers within regions are obtaining value for money
- Apply strict discipline on agreed processes and deadlines
- Leverages on own experience to increase productivity
- Is open about work methods and outcomes

- **Sales**

- Forward upselling and cross-selling opportunities to the sales team
- Collaborate with sales to ensure active implementation of client relationship objective during sales operations including production of tenders and sales collaterals
- Play an integral part in generating new sales that will turn into long-lasting relationships

- **Brand Integration**

- Ensure integrity of QBT Brand in all activity
 - Establish productive relationships with internal & external clients
 - Ongoing development of product knowledge
 - Working with Distribution Systems to ensure the most effective use of IT including implementation of new hardware and software programs to enhance business performance
 - Representation of QBT at relevant industry functions,
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identifying opportunities to market QBT to meet business and project objectives through consistent service and product offering

- **Other Ad hoc tasks and projects**
 - Assist with administrative support tasks and duties as required.
 - Comply and conform with relevant Helloworld/QBT policies and procedures
 - Adhoc projects as required representing QBT
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Requirements

- Proven account management or other relevant experience
- Demonstrated ability to communicate, present and influence credibly and effectively at all levels
- Experience in delivering client-focused solutions based on customer needs
- Proven ability to manage multiple projects at a time while paying strict attention to detail
- Tertiary qualifications in Business and / or Management are desirable
- Exceptional strategic business management capabilities in a customer service environment
- Demonstrated capability of developing and implementing effective Account Management plans
- Excellent communication skills
- Knowledge and understanding of general business management as well as the Travel Management Industry
- Excellent negotiation skills
- Business acumen
- Strong analytical and presentation skills
- Demonstrated awareness and understanding of trends that affect the Travel Management industry
- Established network within travel management industry
- Sound knowledge of travel related products
- Extensive QBT product and process knowledge
- Demonstrated IT literacy
- Ability to meet Corporate and Divisional/Departmental Service Standards
- Ability to comply with Corporate Occupational Health and Safety Responsibilities Standard