

Position Profile – Internal Account Manager

Title	Internal Account Manager
Purpose	You will sell designated products from our clients’ portfolios, by telephone, to specified customers within set periods. You will also provide tactical coverage for specific assignments and field force coverage as required.
Reports to	Sales Support Manager
Direct Reports	None
Key Areas of Responsibility	<ul style="list-style-type: none"> You will sell over the counter products to pharmacies at agreed prices and deal levels in order to achieve and maintain defined average daily call rate, orders & value/volumes, whilst adhering to the telesales call flow model. You will grow the business on territory by brand over a set period, ensuring personal and team targets are achieved, whilst also developing new business. You will cover sickness, holidays and other absences of field based pharmacy sales representatives, if required. You will provide additional support by telephone to clients during specific sales drives You will produce flyers and promotional material on set drive lines to assist in target achievement You will ensure that daily administration is completed accurately and that advice of call emails are sent out to pharmacies one week in advance of the proposed telesales call. You will complete all order processing and recording efficiently and accurately. You will liaise with Distribution over free or other stock required to fulfil orders. You will monitor your own sales performance to ensure that call rates and standards are met and maintained. You will utilise the company’s CRM system to analyse your sales performance and react to sales trends. Liaise with the Sales Support Manager to ensure that call rates and standards are met and maintained. You will be required to carry out any other reasonable task in relation to the overall job, as required. You will develop and maintain a current knowledge of the industry.
Professional Competencies	<p>Career Experience</p> <ul style="list-style-type: none"> Minimum of 2 years telephone account management experience, in a similar fast-paced and target driven environment is essential. Previous experience of working in the FMCG industry is desirable. Previous experience of utilising a CRM system in order to load sales results and run basic reports is preferred. <p>Qualifications</p> <ul style="list-style-type: none"> A good standard of general education, including Maths and English. <p>Required Skills</p> <ul style="list-style-type: none"> The ability to manage your own territory and customer base in order to plan your calls effectively and achieve designated KPI’s. The ability to communicate confidently with external customers in order to detail the features and benefits of products and to handle objections. The ability to negotiate with buyers to The ability to utilise Excel to a basic level in order to maintain basic template formulas and formatting and analyse sales data

	<ul style="list-style-type: none"> • The ability to utilise a CRM system effectively in order to extract relevant data to support your analysis and recommendations • The ability to utilise PowerPoint to a basic level in order to maintain handover files. 	
<p>Ceuta Group Core 6 Behavioural Competencies</p>	<p>Effective Communication – 2 Effective at putting across their point, clearly and concisely in an individual or group environment</p> <p>Listens carefully to colleagues and clients, checking interpretation is correct to avoid misunderstandings</p> <p>Delivers concise and accurate communication, both orally and in written form</p> <p>Comprehends written, oral & directional information and takes appropriate action</p> <p>Consistently uses the correct platforms of communication for any situation</p> <p>Can combine and present information from various sources in a concise and consistent manner</p>	<p>Client Focused – 2 Can communicate a clear understanding of the client/customers’ needs</p> <p>Adapts their own behaviours in order to positively impact client/customer satisfaction</p> <p>Focuses activities to drive timely and high quality information and feedback to client/customer</p> <p>Prioritises client/ customer issues and addresses them accordingly</p> <p>Ensures consistency of service at all times</p> <p>Follows up after delivery of service to ensure client/customer needs have been met</p> <p>Consistently makes decisions focused on client/customer needs</p> <p>Takes pride in delivering a high quality of service at all times</p>
	<p>People Driven – 2 Works to create a culture of openness and trust with colleagues to deliver team goals</p> <p>Strives to consistently support colleagues, over and above own role, to ensure a collaborative and supportive working environment</p> <p>Is willing to learn from mistakes and is able to build on others suggestions avoiding defensive behaviours</p> <p>Establishes good working relationships internally and externally through positive engagement and listening</p> <p>Fosters two-way trust when dealing with contacts to develop and maintain strong relationships</p> <p>Demonstrates initiative in professional self-development outside area of responsibilities</p>	<p>Drives Performance & Efficiency – 2 Demonstrates the ability to challenge existing practices in order to become more effective</p> <p>Needs minimal supervision to deliver high quality solution focused outcomes</p> <p>Remains focused when challenged with competing demands</p> <p>Generates results by acting in a focused way and within deadlines, and finds ways to go around obstacles with minimum guidance</p> <p>Considers the impact of own actions on achieving results</p> <p>Understands that all actions have a cost and choose the most effective way to do something in a resource-efficient way</p> <p>Examines and takes ownership of own effectiveness and makes adjustments if necessary to improve their performance</p>

	Actively seeks feedback from a wide range of people to enhance team effectiveness	
	<p>Supports & Embraces Change – 1 Readily learns and utilises new tools and processes as and when introduced</p> <p>Is open to new ideas and listens to other people’s point of view objectively</p> <p>Co-operates with and is open to the possibilities of change and considers ways to implement and adapt to change in their own role</p> <p>Provides cover for colleagues when needed</p> <p>Is constructive when raising any issues to managers about implemented changes and the impact these are having</p> <p>Reviews working practices and comes up with ideas to improve the way things are completed</p>	<p>Grows the Business – 2 Can examine complex data and gather further information when necessary to make accurate, fact based decisions</p> <p>Keeps up to date with a broad set of issues relating to the work of their team or department</p> <p>Can identify potential problems and provide effective solutions</p> <p>Focuses on the overall goal and intent of what they are trying to achieve, not just the task</p> <p>Has ability to look ahead and take appropriate action to improve performance, without relying on direction from others</p> <p>Takes an active interest in expanding their knowledge of areas related to their own role</p>