

Account Manager

JOB SPECIFICATION

Employer	Data Locator Group Ltd	Reports to	Group Sales Director
Hours	Mon to Fri 9am - 5:30pm (Full Time)	Salary	Competitive
Location	Office Based (Watford)		

Job Purpose

DLG and PDV are embarking upon an exciting new project to re-invigorate the Transactis mail order database by combining it with our market leading lifestyle database to create a completely new offering in the market. We have ambitious growth targets and to help us achieve these we need someone to underpin the product by managing and delighting our member accounts. This is an exciting opportunity for someone to really make a mark in a high profile role with a market leading product.

Key Responsibilities:

- Ensure excellent customer service is delivered to each assigned member account
- Maintain continuous communication to develop strong working relationships
- Arrange and attend regular face-to-face Member meetings
- Manage the client's expectations to ensure we deliver on our commitments to DLG agreed SLA's
- Communicate with the production team and design to ensure that campaigns are delivered within the agreed SLA's
- Respond to briefs in a professional and timely manner
- Follow the DLG consultative sales process by carrying out an appropriate fact find to help establish the client's needs
- Negotiate and generate maximum sales through each assigned account
- Accurately forecast revenue from these accounts
- Update client information on the CRM system
- Liaise with the Finance department to ensure that clients remain up to date with payments
- Handle all client queries and complaints swiftly and in accordance with the agreed company process
- Attend industry parties, awards dinners and hospitality events while representing DLG
- Build, develop and enhance relationships with clients through corporate hospitality and client entertainment

Key Skills and Experience:

Essential:

- Ability to build and maintain strong client relationships
- Experience in a data sales or account management role where you can demonstrate success in selling in a B2B environment;
- Sales skills – a thorough understanding of the buying process
- Ability to manage conflicting priorities
- Excellent telephone communication skills
- Able to work off own initiative
- Strong negotiation skills
- A good understanding of traditional direct marketing, profiling, and test and learn strategies

Desirable:

- Experience of working in Mail Order.

How to apply

Email your **CV** to:

HR Manager at recruitment@dlg.co.uk