

ACCOUNT MANAGER: SALES DIVISION CAPETOWN BRANCH

Position Title:	Account Manager
Position reports to:	Sales Manager
Direct Reports:	None
Office Location:	Cape Town Branch

PURPOSE OF THE POSITION

The Account Manager is responsible for selling the business's products & services. The major responsibility includes implementing sales plans, documenting quotes, and reporting sales performance to the Sales Executive.

Drive Sales and Marketing

- To follow up on leads by visiting prospective clients regularly, often enough to maintain their interest but not too often to alienate them.
- To achieve or better-allocated Sales Quota. Sales Quotas will be reviewed annually.
- To identify prospective clients' exact needs by questioning, observing, and completing a full sales survey.

Relationships and Stakeholder Management

- To entertain prospective clients, where possible combining this with visits to existing satisfied customers.
- To liaise closely with project managers and operational staff on all details of a new perspective installation.
- Ensuring operational staff have a full understanding and agreement on all details.
- To maintain communication with the client showing an ongoing interest in the installation and the installation team.
- Maintain communications with the office daily.

Contract Management

- Ensure that all funds are collected on time as per the contract.
- To complete a daily log of all activities, quotations sent and lost business.
- Analyse statistics thereby identifying key sales areas, problems, and success rate.
- To research prospective client details, finding out as much as possible about the company to ensure a professional approach.
- To constantly be aware of new business opportunities and action these.

Communication and Presentation



- To present a realistic proposal to a prospective client, having thoroughly researched cost factors, and ensure that the proposal is achievable.
- Maintain your business diary on Microsoft outlook and grant access to the Sales Manager to view your activities.
- Be able to confidently and knowledgeably demonstrate to prospective clients the Micros SA product range.
- Forward relevant product information, fixes, workarounds, known issues, etc... to relevant personnel within the company

Data Management and Reporting

- All commission and expense claim to be submitted timeously.
- Report and maintain competitor knowledge.
- Maintain and recording keeping of client files, filing of all quotations and sales documentation.
- Maintain an adequate level of knowledge in MS Windows operating systems and software utilities as released from time to time.
- Regularly visit the MICROS SharePoint intranet site and read any published 'Product Marketing Announcements' (PMA) and Field Bulletins and presentations.
- Regularly visit the corporate website <https://www.adaptit.com/hospitality-consumer-markets> to keep informed about corporate developments and news.
- Keep updated on new technologies available, both on MICROS software/hardware products, third-party software/hardware products, as well as general IT technologies, related to our industry.
- To constantly monitor and be aware of competitor activity.
- Update and maintain your customer's details on CRM.

MINIMUM QUALIFICATION AND EXPERIENCE REQUIREMENTS

- Matric / Grade 12 / Equivalent
- Knowledge within the Grocery / Fashion / Department / DIY / Liquor Stores
- Retail POS, merchandising, and/or logistic IT system experience
- Direct Sales
- Minimum 5 years' experience within Retail environment
- Minimum 3 years Management experience within the Retail environment
- Valid passport
- Pass any certification examinations as required by Management
- Own reliable vehicle and valid driver's license
- Willing to travel

DESIRED SKILLS AND QUALITIES

- Excellent communication skills
- Excellent customer service
- Presentation skills
- Must have sales aptitude, target driven and Confident
- Must be a Go-getter and Self-starter
- Demonstrate aptitude or competence for assigned responsibilities
- Manage time, resources well and demonstrate good organisational skills
- Demonstrate ability to take initiative and carry out assigned tasks to completion
- Committed, motivated, and able to achieve tasks in line with deadlines

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ACCOUNT MANAGER – JOB SPECIFICATION



- Able to prioritise the importance tasks and adhere to deadlines
- Meticulous, with high attention to detail
- Good interpersonal skills
- Creating and implementing a sales plan
- Meeting sales goals by monitoring progress
- Analysing sales data

