



SUNSTONE

JOB DESCRIPTION	
JOB TITLE:	ACCOUNT MANAGER
REPORTS TO:	HEAD OF PROJECT DELIVERY
LOCATION:	SUNSTONE HOUSE, UNIT ONE, ALTIRA PARK, THE BOULEVARD, HERNE BAY, KENT CT6 6GZ
DATE:	JANUARY 2022

**JOB KEY RESPONSIBILITIES:**

To act as the main interface for assigned client accounts. To manage and direct client accounts and projects, as well as supporting business development and operations. The role is very much driven by client assignments and so is varied across the whole of Sunstone's business portfolio.

**DETAILED DUTIES AND RESPONSIBILITIES:**

**ACCOUNT MANAGEMENT:**

- Proactively manage and direct assigned client accounts
- Carry out site inspections to design and plan security solutions to meet the client's needs
- Complete project proposal and costings to present to clients for approval
- Maintain strong relationships with key clients
- Managing project budgets and raising invoice requests as required
- Managing project timelines and assignment in close liaison with the team
- Preparing annual maintenance agreements and issuing to clients with invoices as required
- Supporting accounts team with client invoice payments as required

**NEW BUSINESS/BUSINESS DEVELOPMENT:**

- Prospect for potential new clients to increase business, identify potential clients, and the decision makers within the client organisation
- Follow up on leads received and quantify to fit Sunstone business plan
- Meet potential clients by growing, maintaining, and leveraging professional network
- Develop proposals that speak to the client's needs, concerns and objectives
- Participate in pricing the solution/service
- Assuredly handle objections raised by new clients by clarifying, emphasising agreements, and working through differences to a positive conclusion
- Chase outstanding enquiries and update the company pipeline
- Attend industry functions such as association events and conferences and provide feedback and information on market and creative trends

**RELATIONSHIP MANAGEMENT:**

- Develop a rapport with all clients and set targets for sales to provide support that will continually improve and grow the relationship with the clients
- To grow and retain existing accounts
- Work successfully with other Sunstone employees, technical staff, managers, and directors
- Develop strong working relationships with key suppliers to ensure support when required and to keep up to date on new products and services

**CLIENT RETENTION:**

- Present new products and services to nurture and enhance existing relationships
- Work energetically with technical staff, suppliers, and other internal colleagues to meet and bypass expectations of current customer needs
- Arrange, lead, and participate in client debriefs



## SUNSTONE

### MANAGEMENT AND RESEARCH:

- Submit progress reports as required against targets and ensure data is clear and accurate
- Ensure that data is accurately entered and managed within the company's system or other sales management systems or databases
- Track and record activity on accounts, which will help to close deals to meet personal targets
- Work with colleagues to ensure that prerequisites (like prequalification or getting on a vendor list) are fulfilled within a timely and efficient manner
- Ensure Sunstone Systems are continuously presented in the best light
- Understand the company's goals and purpose, so that you can always enhance the company's performance and sales

### GENERAL:

- To work as part of a team to help Sunstone grow and develop
- To support co-workers in achieving team goals
- To maintain a high standard of quality of service, product, and company reputation
- To undertake other tasks relevant to this role as required by the directors
- Maintain company equipment and vehicles in accordance with company policy

### KEY SKILLS AND EXPERIENCE:

#### ACCOUNT MANAGEMENT:

- Experience of managing and nurturing long term client relationships – **Essential**
- Experience of operational project manage – **Essential**
- Experience of proposal writing and project costing – **Essential**
- Experience managing client expectations around project delivery and timelines – **Essential**
- Proven ability to manage client challenges and objections to positive outcomes – **Essential**
- Experience managing a diverse client portfolio – **Desirable**
- Technical knowledge of security and electrical installations – **Desirable**

#### BUSINESS DEVELOPMENT:

- Experience/Ability to identify potential clients – **Essential**
- Experience building relationships with client decision makers – **Essential**
- Experience managing and forecasting pipeline opportunities – **Essential**
- Ability to quantify prospects and pipeline opportunities – **Essential**
- Experience costing out projects and proposals – **Desirable**

#### OTHER

- Experience in account management, strong communication skills, presentation, verbal and written – **Essential**
- Experience working to tight timelines – **Essential**
- Experience in product client facing proposals and presentations – **Essential**
- Must be self-confident, enthusiastic, smart, and personable
- Must demonstrate professionalism in building client relationships
- Must have strong negotiation skills
- Full driving license – **Essential**