



## Monsoon Role Profile

### ROLE TITLE: Account Manager

<b>DEPARTMENT:</b>	<b>REPORTS TO (JOB TITLE):</b>
Sales	Sales Manager
<b>BUSINESS UNIT:</b>	<b>NO OF DIRECT REPORTS:</b>
Monsoon	0
<b>Salary :</b>	<b>Grade</b>
TBC	TBC

The duties and responsibilities of this role may vary from time to time and the post holder will be expected to perform other such duties that are reasonably comparable to the role. Company health and safety policies must be adhered to at all times in order to maintain a safe working environment for all employees and workers.

#### PRIMARY PURPOSE OF THE ROLE:

To deliver profitable business in order to achieve budgeted sales targets. Working closely with the Sales Manager you will build new relationships through reactive sales leads. You will strive to increase and support all proactive sales activities in order to grow the business and sustain year on year growth. You will develop a good working relationship with suppliers, negotiate deals with suppliers and encourage customers to use suppliers from our approved supplier list.

You will also support the Sales Manager / Accounts within a financial capacity to ensure the smooth running of the finance division undertaking activities such as book keeping, reconciliations, providing sales reports and assisting with the production of third-party returns.

#### KEY RESPONSIBILITIES:

- To be the main point of contact for all enquiries including proposals and ongoing/regular communication with existing accounts and new clients
- To ensure all enquiries are dealt with promptly and accurately
- To upsell and create profitable bespoke proposals for all venue and event types
- To liaise with suppliers and negotiate profitable packages
- Continually look to promote suppliers from the approved supplier list to customers
- Maintain and manage the approved supplier list
- To assist the Head of sales in the forecasting, establishing ROI and reporting of sales generated
- To ensure each enquiry, client and/or event is documented in line with current processes
- To work closely with the operations team in the handover of events, ensuring a smooth and seamless transition from sales through to event.
- Proactively encourage, manage and organise client site visits

Monsoon Role Profile

Title: Account Manager

- Attend client events, promotions, client entertainment evenings and sales events as required
- Attend sales team meetings and training sessions ensuring proactive contribution
- Assist in proactive sales and marketing activity as required
- Ensuring that the process of invoicing is monitored and that all client invoices are raised by yourself in line with company guidelines
- To provide timely and robust financial information such as sales reports, third party returns and any other ad hoc report requests
- To undertake financial reconciliations ensuring variances are identified and rectified
- Assist in improving the overall efficiency and effectiveness of financial processes, controls, and risk

<b>SKILLS AND EXPERIENCE:</b>
-------------------------------

- Customer orientated with excellent customer service skills
- Experience in an events sales environment ideally from selling face to face and over the phone
- Experience in planning, selling and organising events
- Experience and knowledge in account management
- Demonstrate excellent communication and organisational and client liaison skills together with attention to detail
- The ability to make decisions and use your own initiative when trying to secure an event
- Computer literate-to be competent in intermediate Microsoft Excel and Word

<b>Line Manager/Head of Dept::</b>	Arum Javed
<b>HR Advisor:</b>	Nicky Sandhu
<b>Date:</b>	12 Feb 2019