

Job title:	Account Manager
Department:	Sales
Reporting to:	Sales Manager
Direct reports:	Sales Team
Peers:	Sales Team
Location:	The role is based in our head office in Hessle near Hull

Who we are

Giacom is an industry leading Cloud Services Provider to IT Consultants nationwide.

Here's what makes us so special:

- Sunday Times Tech Track 100 – No. 47
- One to Watch (shortlisted) at the European Business Awards
- Tech Growth Business of the Year at the National Tech Awards
- Tech Business of the Year (finalist)
- Cloud Distributer of the Year (Finalist) CRN Channel Awards

Our modern office is located in Hull complete with relaxation area, pool table, ping pong etc. We're a people first organisation and we put our customers at the centre of everything we do. We believe a great working experience helps our teams and ultimately, our customers.

Our ambition

We have very ambitious growth plans – and we're looking for talented ambitious people to help us achieve them. We have doubled in size in each of the last 2 financial years and have recently achieved additional investment to sustain this growth momentum. We are a team of skilled and highly knowledgeable people, and we'll be doubling the team size over the next 5 years. We offer an incredible professional learning journey and will work with you to build your own career path.

The role

To Manage, Service and develop an existing portfolio of IT Consultants to achieve targets in line with the companies growth plans: We'll support our new Account Manager to:

- Deliver an exceptional customer experience
- Build great lasting relationships with our customers
- Assist with the growth of our customers by presenting products from our platform offering
- Be present at industry or client events
- Have a good understanding of Cloud Software, the Giacom model and our products and services.
- Seek and uncover new opportunities to win new business
- Achieve monthly sales targets

The person

- Customer focused
- Tenacious
- Happy working in a fast paced environment
- Natural ability to engage with decision makers at all levels
- Self motivated
- Confident, resilient and Ambitious
- Data driven

Essential skills

- A minimum of 2 years Sales or Account Management experience in a fast paced B2B environment (A background in the technology industry would be an advantage but not essential)
- Excellent listening, questioning and problem solving skills
- Strong organisational skills with the ability to prioritise
- Exceptional written & verbal communication skills
- Competent in the use of MS Office and CRM systems
- Strong sales presentation skills

Giacom values

- We are trusted experts in our field
- We pride ourselves on keeping things clear and simple
- We put our customers at the centre of everything we do
- We make Giacom a great place to work
- We are innovative and forward thinking