



ACCOUNT MANAGER

Location: Commotion Ltd, Commotion House, Morley Road, Tonbridge, Kent TN9 1RA
Department: Sales
Report to: Sales Director
Salary: dependent on experience
Hours: 08.30 – 17.00 Monday to Friday
Benefits: 20 days annual leave plus bank holidays; Workplace Pension Scheme; Group Life Assurance Scheme; Company Permanent Health Insurance Scheme; Discretionary Profit Share Bonus.

Main Objective:

To nurture and develop sales with existing customers.
Actively research market opportunities to identify and secure new customers.
Build awareness of Commotion's products and own/partner brands.
Facilitate customer enquiries, product queries and marketing needs.

Primary Duties & Responsibilities:

- Maintain customer relations, including addressing any issues raised and building relationships to achieve sales growth year on year
- Plan and attend customer meetings – face to face in person and virtually
- Execute thorough customer account analysis, e.g. evaluate customer ranges to identify new/alternative products for inclusion
- Prepare product proposals based on customer requirements and suitability, and promote and encourage sales of bestselling and new products
- Increase customer product range year on year
- Attend exhibitions and trade shows including the Nuremberg Toy Fair
- Research, identify and convert new business
- Attend quarterly Sales review meetings with the Sales Director & Managing Director
- Work with the Product Development team to research/develop new products/ranges
- Attend monthly Product & Marketing meetings
- Assist customers with marketing initiatives

Skills / Experience Required:

- Excellent communicator, outgoing personality and lots of common sense
- Proven track record in account management (customer service, sales and negotiation skills)
- Confident, diligent, able to retain information with attention to detail
- Self-motivation, excellent administration and presentation skills
- Competent planning timescales and prioritising workload to ensure deadlines are met
- Confident decision maker using own judgement to evaluate
- Able to work within a team and to use own initiative
- Reliability, punctuality and honesty
- Able to travel independently (sometimes at short notice) and to drive abroad
- Holder of clean driving licence (applicant over 25 yrs old for insurance purposes)

For enquiries or to apply please email lisa@commotion.co.uk