

COLLIER WEBB

Job Description

Job Title: Account Manager **Department:** Sales
Location London: Design Centre, Chelsea Harbour
Reports To: Sales and Business Development Director
Reports in: N/A

Main function of role:

To acquire, build and manage new and existing client relationships with a focus on selling and upselling through understanding the unique manufacturing capabilities of Collier Webb's products and services.

Key Responsibilities:

- To create profitable business opportunities for the company through generating, managing and closing sales enquiries
- To regularly communicate and maintain relationships with prospect, dormant and key clients via phone, email and visits
- Identify new potential clients and strategically approach, develop and convert into new accounts.
- To actively promote and carry out client meetings
- To attend networking events and webinars
- To greet Clients and deal with enquires from the Chelsea Harbour Showroom
- Ensure excellent level of product knowledge for both Collier Webb standard products and our Bespoke service
- Continuous assessment of the market place providing detailed information of latest trends in products and finishes.
- Manage and maintain the Showroom environment to ensure that all aspects are in premium condition at all times. In addition, when required provide additional Showroom cover, this may include weekends and evenings.
- Accurately maintain client information, proposals, sales pipeline and outcomes in line with company KPI's and expectations.
- Maintain productive relationships with the other brands that make up the Edward Alexander Group, sharing knowledge and best practices where appropriate

Key Measures/outcomes:

- Sales targets met or exceeded
- At all times promote positive perceptions of the Company brand
- When required work with CW marketing team to provide market research and client and competitor intelligence.
- Accurate internal reporting, forecasting, analysis and administration

Other significant duties/responsibilities

- Coordinate with Bespoke team members working on the same account to ensure consistent service
- Liaise closely with other team members to ensure smooth process and procedure
- Highlight potential risks and opportunities to Directors
- Effectively communicate, both internally and to prospects, suppliers, clients, etc
- Pro-actively develop own skills, knowledge and experience, both of our industry and best practice within it and contribute to the development of colleagues wherever possible.

Knowledge / Previous Experience:

- 3+ years' experience in sales and the Interior Design industry

PLEASE NOTE: In addition to the duties and responsibilities listed, the jobholder is required to perform other tasks or duties commensurate with the role, as reasonably requested by their manager from time to time.