

Position	Account Manager
Reporting to	Regional Manager – UK North
Location	Tsunami Axis, Edinburgh
Employment Period	Permanent
Package	Salary depending on experience + Bonus

Job Purpose:

Tsunami Axis are looking for a passionate Account Manager who will partner with and ensure the long-term success of our customers. To successfully and profitably manage new and existing accounts, delivering the contractual standards and maintain long-term relationships with client portfolio.

You will be operating primarily within the sphere of client contracts and undertaking full ownership of projects within established Service Level Agreements. Responsible for the overall direction, coordination, implementation, execution, control and completion of specific projects ensuring consistency with company strategy, commitments and goals.

Principal Accountabilities:

- Developing long-term relationships with your portfolio of assigned customers, connecting with key business executives and stakeholders
- Win new business as well as managing active accounts
- Facilitate the definition of project scope, goals and deliverables
- Build and maintain strong, long-lasting customer relationships
- Ensure the timely and successful delivery of our solutions according to customer needs and objectives
- Lead the planning and implementation of projects
- Manage project budget - ensure all costs/margins are monitored when and where necessary
- Forecast and track key account metrics
- Forecast annual, quarterly and monthly sales revenue
- Analyse data to identify sales opportunities
- Communicate clearly the progress of monthly/quarterly initiatives to internal and external stakeholders
- Accountability for procurement, quotations deliveries and installations for all projects with support from sales support
- Identify and grow opportunities within accounts
- Ensure growth of margin position within the accounts
- Constantly monitor and report on progress of the projects to all stakeholders
- Present reports defining project progress, problems and solutions
- Keep up to date with recent market and industry trends, competitors, and leading customer strategies

Knowledge, Skills, Qualifications & Experience:

- Proven account management or other relevant sales experience
- Demonstrated ability to communicate, present and influence credibly and effectively at all levels of the organization, including executive
- Experience in delivering client-focused solutions based on customer needs
- Proven ability to manage multiple projects at a time while paying strict attention to detail
- Excellent listening, negotiation and presentation skills
- Excellent verbal and written communications skills
- *The candidate will be required to travel with some overnight stays*

Note: this job description is not an exhaustive list of the responsibilities and activities that the job holder may be required to undertake.

How to Apply

Please email your CV & letter to Aidan Robertson at A.Robertson@tsunami-axis.com

Health & Safety Responsibilities

Managers and supervisors carry both legal and company responsibilities for ensuring the health and safety of their employees, those under their control and those who might be affected by the work undertaken, i.e. public, visitors and employees of other organisations. This includes briefing individuals working for them and ensuring there is the necessary understanding, competence and application of requirements to work safely and without harming the environment.

Employees are responsible for ensuring they fully understand the health and safety risks involved in their work activities and their responsibility to apply the controls needed to manage those risks to acceptable levels. Similarly where work activities can have an adverse impact upon the environment, and particularly where there are legal requirements, employees are responsible for understanding those impacts and the controls they must ensure are applied.