

Position	Account Manager
Reporting to	Regional Sales Manager – UK South
Location	Tsunami Axis, London
Employment Period	Permanent
Package	Salary depending on experience + Commission

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
- *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*
- 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 the account.
- 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*

Knowledge, Skills, Qualifications & Experience:

- Proven account management or other relevant 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.