

INSIGHT LEGAL

S O F T W A R E

JOB TITLE:	Account Manager
PLACE OF WORK:	Head Office (Farnborough)
PRINCIPLE REPORT:	Sales Manager
RESPONSIBLE FOR:	<p>You will be maintaining an expanding client base of at least 500 firms. Identifying each customer's exact use of our product within their business and promoting additional services.</p> <p>Ensuring that excellent levels of customer service and client rapport are maintained</p> <p>Maintaining a quality brand</p> <p>Following up on new orders at the closing stages of the implementation process to assess the company's efficiency and ensure customer satisfaction.</p>

SCOPE AND GENERAL PURPOSE:

To ensure that Insight Legal Software Ltd is at the forefront of its market and in order to best serve our existing clients and to grow the business through the provision of innovation and quality user-friendly software.

KEY TASKS AND DUTIES, ACTIONS AND RESPONSIBILITIES

- Support the Sales Manager / Marketing Manager in the following
 - Updating internal CRM (Zoho)
 - Updating on any potential new opportunities.
 - Communicating to existing client base via phone and email
 - Creating proposals when required
- To anticipate customer needs whenever possible to enhance the quality of service offered by the Company and to ensure customer loyalty is maintained
- To comply with all statutory legislation

- To identify and report all and any hazards
- To carry out any other reasonable task as deemed necessary by your Line Manager and the Managing Director

	ESSENTIAL	DESIRABLE
ATTAINMENT/ EXPERIENCE	Experience of Account Management	University/College qualification.
GENERAL INTELLIGENCE	Communication on the phone and listening skills Demonstrates initiative Intuitive Good cognition Methodical Numerate Articulate	
SPECIAL APTITUDE	Customer Confident Ability to prioritise IT Literacy	Software Company experience Knowledge or experience of the workings of a Solicitors' practice
DISPOSITION	Enthusiastic towards their work Ability to take the initiative Keen eye for 'attention detail' Can do will do attitude Patient Professional Calm Logical Rational Customer focused	Looking for a real challenge
CIRCUMSTANCES	Committed to continuous professional development	Driving Licence is desirable

Salary and Company Benefits

Salary; £18,000.00 to £23,000.00/Year (depending on experience) + Commission with a realistic OTE of £27,000.00

23 days paid holiday

Company pension scheme

Great working environment

Regular company events

Be part of an expanding company