



# Account Manager

## Northampton

### Role

To carry out direct marketing and sales activities over the telephone, maintaining and developing the company's sales. Building profitable long term customer relationships.

### Application Process

Applicants need to simply call for a confidential chat or email [recruitment@ccsmedia.com](mailto:recruitment@ccsmedia.com)

### Duties

- Increase profit from existing and new customers, using agreed strategies with line manager.
- Maintain regular contact with customers and prospects.
- Maintain and develop the computerised database, keeping accurate records of requirements, usage, contacts, quotations and orders.
- Assist the customer in understanding the products and services that CCS Media provides.
- Optimise selling time on the phone.
- Liaise and co-operate with all departments within the organisation following set procedures & conventions.
- Cover the duties of any colleagues who are not in work due to holidays, sickness etc.
- Follow company procedures set out in the contract and company handbook.

### Conduct

- Must be methodical and show an organised approach to all duties.
- Portraying a positive image of both the company and the job.
- Undertake any reasonable requests given by the management of the company.
- Maintain a polite and courteous manner when dealing with internal and external customers.