



# Telephone Account Manager

## Job Specification

Nov 2009  
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# Communicator Corp

Communicator Corp is a leading global enterprise email management company, providing technology based solutions, strategy and expertise for email communications.

Enterprise email management is a solution for all one to one and one to many communications. Delivering proven cost savings and increased revenues from email marketing to transactional and service messaging.

We offer exceptional service, expertise and industry defining technology to a wide range of clients across diverse sectors.

Communicator Corp enables clients to manage sophisticated, targeted and relevant communications through the intuitive email and mobile communications platform Communicator®.

Our technology and consultancy have consistently set the agenda for the future of email, mobile and other digital communication channels. This has cemented our position as an industry leader and our Consultants and Specialists continue to define industry best practice.

Through our expert consultancy and innovative technology we have developed a strong client base that spans the globe. We currently work with circa 250 clients to deliver digital communications to over 178 countries and in excess of 30 languages which return revenue for our clients in excess of £100 million each year.



The unique proposition of expertise and technology ensures Communicator Corp clients maximise their ROI and dramatically improve the customer experience.

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**Communicator Corp**  
Delivery beyond expectation



## The Role:

As a Telephone Account Manager, your role is designed to make a substantial contribution to the growth and success of Communicator Corporation through the effective identification and development of new and existing profitable business relationships within our customer base.

The role will be to office based but may involve some UK wide travel, with the focus on ensuring we are Delivering Beyond Expectation for our client base. You will be jointly responsible for circa 100 clients, working alongside a field base account managers on some larger accounts, you will educate, advise and increase the knowledge of our customer base to enable up sells, cross sells and increased revenue per customer. Ensuring all clients renew on time and at an increased contract value.

You will spend time working alongside the account managers, marketing and business development teams. You will be involved in some client visits, establishing additional client business through both targeted campaigns to existing client requirements and proactive customer calling to identify opportunities. You will also have the opportunity through spotting trends and client requirements to have an input into the evolution of the Communicator ® platform, which is refined and improved on feedback for our staff, users and customers.

The future will hold many opportunities for the right candidate, you could progress into one of our 3 main areas of the business should you wish. Roles such as field based Key Account Management, Business Development and Professional Services. Depending on what you feel is best suited to your skills and motivation.

## Your Profile

You will be outgoing, motivated, proactive and confident with a strong professional image, a sound understanding of technology, excellent commercial awareness. You will play an active role in the continued development and growth of our business through your skills and experience. You will have:

- Be a graduate with a 2:1 or higher in a degree
- Previous telephone based business to business sales and/or account management skills
- An enthusiastic, proactive and tenacious attitude towards work
- Excellent communication and presentation skills
- Target driven with the ability to work to strict deadlines
- The ability to work unsupervised as well as within a team
- Previous consultative sales experience would be an advantage, but not essential.



## What we offer

To attract exceptional people we offer an excellent package. You can look forward to a competitive salary, commission earnings that are uncapped and linked directly to your performance, contributory pension scheme, life assurance and 25 days holiday (plus bank holidays). OTE is uncapped but you can expect to earn at least £10,000+ in commission and bonuses if targets are met and/or exceeded.

If you want to join an environment that is professional, challenging, hard working and rewarding, become part of committed team whose goal is to deliver beyond expectation, please contact

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