

JOB DESCRIPTION

KEY ACCOUNT MANAGER (KAM) – South East England

DEPARTMENT: Sales
TERRITORY: South of England
TRAVEL REQUIRED: Yes
FULL DRIVING LICENCE REQUIRED: Yes
POSITION TYPE: Full Time
PACKAGE: Car Allowance, Phone, Laptop
HOLIDAY ENTITLEMENT: 23 days plus bank holidays

About Doro Care

CareTech were acquired by Doro AB the global leader in senior mobile phones in February 2015 and have since rebranded to Doro Care. Doro Care's mission is to develop and market high-quality social alarm and personal security products using contemporary, innovative technology. Our products can be tailored to both independent and assisted living accommodation. Doro Care is leading the way in modern telecare by creating a full range of solutions and services with a strong focus on mobile and digital technology. Our headquarters are located in Lund, Sweden. We also have offices in Germany, UK, the Netherlands and an extensive network of partners throughout Europe and Australia.

MAIN PURPOSE OF JOB

To develop sales within an agreed geographic area regarding Doro Care social alarm telecare technology to UK controls centers, local authorities, housing associations and other prospective business to business clients and customers (e.g. police forces, health support agencies, charities). Generate revenues in line with annual targets.

SCOPE OF JOB

Main Responsibilities:

- Promoting the Doro Care range of products and generating revenue and acquiring customers in the Social Alarm Industry.
- Customer Relationship Management with all UK Controls Centre's, Local Authorities, Housing Associations and other prospective Business to Business clients and customers (e.g. police forces, health support agencies, charities)
- Maintain and improving relationships with existing clients
- Attending exhibitions and other trade shows (e.g. TSA, CIH).
- Cold Calling/ Identifying and following up leads
- Updating CRM system
- Conducting presentations and product demonstrations
- Perform follow up duties and actions from appointments
- Provide training sessions and general supports for clients
- Negotiating payment and pricing
- Qualifying prospects / Pipeline Management / Accurate forecasting
- Travelling to various client locations, overnight stays may be required on occasions.
- Assisting with tender applications
- Be responsible and accountable for meeting deadlines.
- Generate new business in line with annual targets and the strategic direction of the business

PERSON SPECIFICATION

QUALIFICATIONS

A good standard of education is necessary to University degree level with a minimum A Level Grades A-C.

EXPERIENCE

A proven track record in new business development and market development with a new technology working closely with potential customers and end users, preferably in a social alarm or telecoms environment selling services and solutions

Related sales training

Knowledge and experience in social alarm, IP, and or social alarm monitoring would be well regarded

KNOWLEDGE

An in-depth knowledge of the sales process and account management

Intermediate to Advanced understanding of using Microsoft package including Excel, Word, Outlook and PowerPoint

TECHNICAL SKILLS

- Excellent communication and presentation skills
- Strong commercial awareness.
- Clear Understanding of relationship management
- Ability to offer good customer service
- Organised
- Report writing skills
- Attention to detail
- Good time management

PERSONAL QUALITIES

- Ability to work under pressure
- To use initiative in problem solving
- Well presented
- A confident and determined approach
- Professional and flexible
- Highly focused
- Creative and adaptable
- The ability and desire to sell.
- Resilience and the ability to cope with rejection.
- A high degree of self-motivation and drive.
- The ability to work both independently and as part of a team.
- Strong interpersonal skills
- Relationship building and retention