

**Eircom** is driven by innovation and has a passion for the future, just like you! We are a dynamic company and are constantly looking for new ways to improve our products and service offerings.

As the incumbent fixed-line telecommunications provider, eircom has the most extensive fixed-line telecommunications network in Ireland in terms of both capacity and geographic reach. The company has over 1.2 million customers and provides a comprehensive range of advanced voice, data and internet services to the residential, business and enterprise markets. We provide and integrate a full range of communications products and services that connects Ireland to the world.

Our success is based as much on our future friendly team as the innovative internet, voice, data and wireless products and solutions we offer. We believe that you will find our high-performance culture personally fulfilling & professionally challenging. Does this sound like something you want to be a part of?

### **Position Overview:**

Reporting to the Sales Manager the Small Business Account Manager will be responsible for managing their Business Customer base in order to meet and exceed sales targets, whilst ensuring business growth, loyalty and customer satisfaction. They will be responsible for establishing and maintaining excellent business relationships at the appropriate levels within the assigned accounts via an agreed calling strategy.

This position will be located in our offices in Heuston South Quarter.

### **Responsibilities:**

- To make proactive telephone calls to the Decision Makers within their customer base with the aid of a computer based customer information system to Eircom Premier customers
- To protect revenue, to win back business from competitors and to develop future business growth, ensuring that targets are exceeded.
- To achieve sales targets by ensuring that all sales leads are identified confirmed with the customer and then converted.
- To identify needs for eircom solution subsidiaries, meet CPE sales targets (eBS), eircom net & ICT new business targets and to protect and defend core eircom revenue
- To understand the customers' business, position and requirements
- Develop and meet customer needs, selling a solution that delivers value to both the customer and to Eircom
- To cross and up sell all eircom products and services wherever possible.
- To ensure all customer contact information is gathered and accurately inputted into the CRM system
- To provide competitor feedback and industry insight to Sales and Marketing management
- To develop, maintain and update appropriate development plans for customers, in conjunction with other virtual team members.

- To maintain and improve knowledge on all new and existing products and services and on competitors' offerings
- Undertake action plans for customers/propositions in line with sales/marketing strategies
- Manage internal relationships to ensure that sales are fulfilled
- To maintain regular and focused contact with members of the virtual team. (BSC, Sales Support, eBS, ICT and eircom net)
- To conduct ongoing needs analysis of the customers' current and future telecommunications requirements to establish selling opportunities.

**Required Knowledge and Experience:**

- Target driven individual
- Results and customer focus
- Excellent communication and interpersonal skills
- Someone who can work on their own initiative
- Previous experience working in a busy sales environment

**To Apply:**

To apply for this position please send a CV to [recruit@eircom.ie](mailto:recruit@eircom.ie) quoting the job title in the subject line.