



JOB TITLE: Junior Account Manager

BASED AT: Hybrid – Office (2 Days a week) / Home (3 Days a week)

REPORTS TO: Sales Manager / Director

Background and Job Purpose

TouchstoneFMS Ltd (Touchstone) is part of Touchstone Group plc and is the global leading provider of Infor SunSystems, add-on applications, data management and business intelligence solutions. We have a vacancy for an outgoing, enthusiastic, and results-driven individual to fill a new role of Junior Account Manager within our sales team.

This is an ideal role for someone looking to start a career in fintech sales. You will be working in a team of highly skilled and experienced sales professionals who are at the forefront of their craft. You will also be working closely with our Client Services Team to provide commercial support on opportunities that come through them.

You will also be allocated a portfolio of smaller customer accounts to look after. The primary purpose of this target driven role is to achieve monthly and annual sales targets through the provision of our software, professional services and support to clients while ensuring the highest levels of customer care and quality.

Websites: www.touchstonefms.co.uk www.touchstonebi.co.uk

Key Responsibilities

- Develop and maintain a good level of understanding of our solutions and be able to talk about these confidently in context to the client's requirement.
- Develop and maintain a high level of understanding of your accounts, the key contacts, their business, issues and needs.
- Meet with your accounts both in person and remotely, to establish and maintain a strong personal relationship.
- Uncover opportunities within your accounts and progress these to a successful conclusion.
- Cross sell and up sell the complete range of our products and services.
- At all times respond to a client's requests in a courteous and timely manner and represent Touchstone in a professional and positive manner.
- Attend and contribute constructively to sales meetings.
- Engage with clients and Contracts Manager to ensure contracts are renewed.
- As reasonably requested by Client Services team engage with the client during a project or a problem situation to ensure a successful outcome.
- Bring to the attention of the relevant manager / director any client satisfaction issues that are likely to result in a client complaint.
- Ensure we are paid in a timely manner for products and services by assisting in the collection of outstanding debt.
- Keep the CRM and diary systems up to date with accurate data.
- Carry out additional duties as may occur from time to time as instructed and agreed by the Sales Manager / Director.



Key Personal Attributes

- Desire to pursue a career in fintech sales
- Interest in technology and how it can be used to benefit customers and the Company
- Excellent communication skills both verbal and written
- Persuasive, confident, yet friendly and personable
- Dynamic, confident self-starter
- Desire to be part of a winning team and learn from the best
- Willing to stay the course and aspire to a senior sales role

Experience

- Has worked in a challenging sales / telesales environment (preferred)
- Experience in fintech as a user or in a sales or marketing role
- Able to articulate a relatively technical proposition i.e how can XYZ business solution benefit a prospect

Benefits

- 25 days' annual leave
- Pension auto enrolment after three months (4.5% matched)
- Private Healthcare (after probation period)
- Death in service insurance
- Access to EAP programme
- Exercise subsidy
- Cycle to Work Scheme