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| **Job Title** | **Internal Account Manager – Gold Partners** |
| **Business Unit** | Restore Technology |
| **Department.** | Sales - Partner |
| **Location** | Hybrid |
| **Reports to (direct)** | Head of Partner Sales |

###### MAIN PURPOSE OF JOB

To work alongside the External Account Managers across territories on a defined set of Gold & Silver Accounts, giving internal account support on a number of trading accounts and developing new business in non-trading accounts/

To be a point of contact for Silver & Gold accounts and to help develop leads and opportunities within the territories alongside the External Account Managers, the role includes but is not limited to quoting on new opportunities, order entry and management, reporting, customer service escalations.

###### The role is a hybrid, working alongside the External Account Managers and Directors, within a specific set of named accounts or a territory of accounts.

###### Providing day to day support for Restore Technologies current trading Partners as well as engaging with new and non-trading partners of all levels. The role involves the day-to-day account management of trading partners. To be part of or solely be the key point of contact for the account.

###### To position Restore Technologies revenue streams, including Pre and Mid Life services, Engineering, ITAD, Remarketing and Secure Destruction, utilizing all the capabilities of Restore Technologies locations and specialisms.

###### To be proactive and engage in the first instance with new Partners, building new and developing relationships across the Partner at all levels, from service delivery, partner liaison, sales account managers and directors and the Senior Leadership Team. Working alongside the External Partner Team.

Ensuring high levels of customer service are achieved for the Partners, specifically, but not limited to, the timely responses on quotes & opportunities and effectively communicating in a timely manner on all outstanding situations to a satisfactory conclusion. Working with the wider RT teams of operations, finance, service delivery, logistics and remarketing building and growing relationships within the RT business to deliver against pre-agreed service delivery levels.

###### To deliver against monthly revenue targets, to have regular Teams and phone contact with the Partners sales teams.

###### A well organized, diligent, effective communicator able to position Restore Technologies portfolio and the wider group offerings within Partners. To deliver high levels of service and be pro-active around problem solving. A strong relationship builder across all levels. Responsible for the delivery of reporting, quoting, pipeline and ongoing opportunity management of Partners.

###### KEY TASKS

* The day to day account management of the designated existing and new Partner accounts
* To build relationships throughout the assigned accounts
* Top work alongside the External Partner Account Managers and Directors across a number of named Partners or Territories.
* Responsible for the reporting and maintenance of the sales pipeline, forecasting revenues and margins on a monthly basis alongside the External Account Managers and Directors.
* To identify opportunities for Restore Technology within existing Accounts
* To deliver quotes, customer service queries and reporting of all kinds. Working alongside the Sales Support team for document creation.
* To help deliver on set Partner expectations
* To work with other Restore departments, such as Finance, Service Delivery and Operations to ensure the smooth running of the accounts
* To be creative with ideas to build and grow the relationships and Partner outcomes

**SKILLS, KNOWLEDGE & EXPERIENCE REQUIRED**

* Well organised, effective communicator
* Ability to build and maintain relationships across all levels
* Commercially aware and able to spot opportunities
* Solid document writing skills.
* Sound use of Word, Excel, and Power point
* Ability to forecast on opportunities
* Knowledge of the IT lifecycle management market and Restore Technologies USPs
* Awareness of the competitive landscape within accounts and the wider market

**Experience:**

* Track record in Account Management, building relationships and growing business
* Well organized, diligent and detail orientated
* Pro-active, creative and outgoing
* A great communicator
* Understanding the competitive landscape and how to position value added services.
* Proven ability to work as part of a team
* Ability to collaborate with other departments to ensure best possible service delivery.

This role carries a commission based against a revenue target in line with the existing spend, growth expectations and potential of the assigned partner base plus accelerators for over consistent overachievement of targets

This role also carries KPI’s and Metrics that will also be measured against which includes accuracy of information, pro-activity, pipeline management, onsite visits, relationships built, opportunities created, other metrics may be set at particular times but do not form part of the commission plan.

\*\* The above is not an exhaustive list but an outline of duties. All Restore employees need to be aware that they may be asked to perform tasks and be given responsibilities as reasonably requested.

**Other Information:**

This role may require you to travel and to stay away from home from time to time. In some circumstances to attend trade shows or attend Partner sites. It may also require you to work beyond the normal working hours, for instance when working on a price submission or reporting where SLA’s and deadlines exist for submission.

**COMPLIANCE RESPONSIBILITIES**

* Adhere to all Company Policies and Procedures contained in the Codes of Conduct, Information Security, Environmental, Health and Safety and Quality Management Systems
* Report any Health & Safety, Quality, Information Security, Environmental and Business Continuity & Disaster Recovery incidents to your supervisor/line manager

Managers are responsible for training staff on Company Policies and Procedures contained in Health & Safety, Quality, Information Security, Environmental and Business Continuity & Disaster Recovery Management Systems.

**DECISION MAKING AUTHORITY AND CONTROL**

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| **APPROVALS:****Line Manager** Name: ………………………………………………...Signature:……………………………………Date:…………………………………………… | **Post Holder**Name: ……………………………..………………………..Signature:…………………………………………Date:……………………………………………… |

**NOTE: Please ensure that sections in red font are completed or deleted as applicable. Further guidance or advice can be obtained from your local People Team.**

**The company reserve the right to amend or update this job description as the demands of the business develop. A copy of the signed job description should be returned to the People Services Team via the Helpdesk by raising a query using the following link** https://peopleserviceshelpdesk.restoreplc.com **.**