
Job Description – Account Manager & Customer Service role

JSC Summary Overview

JSC is a highly successful IT and data centre services provider which operates predominantly in the south-east, extending nationally and worldwide from our base in Chelmsford, Essex. We work with a diverse range of clients ranging from schools and local businesses through to large multi-national organisations and data centre co-location providers. We have a well-established brand and standing within the industry and a reputation for delivering outstanding services and quality and we are actively expanding our client and service base and are looking for new team members to help with our ambitious growth plans.

The Role

- Develop a thorough and expansive knowledge of JSC's products and services.
- Build and develop wider business relationships within our existing customers to identify new revenue streams and opportunities.
- Be the primary point of contact within specific, allocated customers for Sales & Service activities.
- Work with Pre-sales & Technical Solutions to design and create polished quotations or proposals.
- Be an ambassador for Joyce Solutions within the market, verticals and amongst our suppliers.
- Attend events and industry functions to promote the brand of Joyce Solutions.
- Work with Sales lead to develop service expansion with current and new clients.
- Support the wider Sales Team to achieve sales & market share growth in line with business plans & budgets.
- Research potential business opportunities, industry trends and developments

This position is a fantastic opportunity for someone motivated by delivering excellent customer service to their customers and that has some sales experience We would like you to be customer focused and self-motivated, with lots of energy and a 'go-getter' attitude. It's important that you are technically minded, an excellent listener and communicator and have good organization, administration, and relationship-building skills.

Who We Want

- We're looking for a confident, motivated, and professional customer focused individual.
- We require an assertive & effective team player that is well organised, methodical, reliable, & dependable.
- Someone capable of being the primary point of contact for JSC within the client covering Sales & Service.
- You will ultimately need to be able to understand and sell the value of JSC's services and contribute to the growth of JSC.
- You will be responsible for retaining and growing the sales & service revenue from a group of named accounts to achieve the business target for the accounts.
- Experience as an account manager or customer service specialist will be necessary.

Knowledge and Experience

- You must be an excellent verbal and written communicator with an ability to learn, understand, explain, and articulate complex processes and information at all levels.
- Knowledge of IT & Networking technology or similar technical or services-based company.
- General Business Acumen and Commercial knowledge & negotiation skills.
- Experience of IT services, structured cabling, Storage & Compute, or Data Centre deployments would be highly desirable.
- Flexibility with a strong work ethic
- Full UK driving licence.

Technical Skills

- Need to be fully conversant with MS Office, particularly Excel and Powerpoint.
- Adaptable and natural at picking up and utilising new technologies.
- Pipeline and CRM management tools.
- Quoting tool management.

You'll get.

- Competitive Salary
- Commission Plan
- Pension contributions
- Private health benefits
- Training and development courses