Client and Sales Executive

The role of a Client and Sales Executive is to manage existing client relationship and prospect new clients.  This includes account management role and up-sale opportunities to those clients, plus planning and strategy to target new clients aligned with the firm’s business development strategy, from opportunity identification, initial pitch, on-boarding and subsequent account management thereof. The successful candidate will develop a rapport with existing and new clients to achieve targets for new and existing sales and provide support that will continually improve the relationship.

The Client and Sales Executive’s responsibility will be to execute and enhance Target’s new business development strategy and expansion of business opportunities for existing clients as above. This requires a thorough knowledge of the market, our competitors and the services that Target delivers. They will also be required to assist with senior business implementation from leads generated within the company though the documentation, pricing and activating client accounts.

**Key Responsibilities:**

* Building and maintaining relationships with clients and key personnel within customer companies
* Scheduling and conducting business reviews to ensure clients are satisfied with their products and services
* Educating clients about Target wider services, including mypensionID to enhance existing relationships
* Develop a pipeline of opportunities aligned to Target’s sales strategy and meet potential clients by growing, maintaining and leveraging your network
* Identify potential clients, and the decision makers within clients wider organisation
* Research and build relationships with new clients
* Working closely and build effective working relationships with all members of the sales and relationship management team
* Working closely with the wider sales and client relationship team to develop proposals that speaks to the client’s needs, concerns, and objectives
* Attending meetings with clients to build relationships with existing accounts
* Arrange and participate in internal and external client debriefs
* Identify opportunities for campaigns, services, and distribution channels that will lead to an increase in organic and new business
* Submit regular progress reports and ensure data is accurate
* Maintaining accurate records and recording in the CRM system
* Represent Target in a professional manner ensuring our Customer Service Standards are always adhered to
* Understand the company’s goal and purpose to continually enhance the company’s performance and reputation
* Manage allocated accounts ensuring that SLAs are delivered, and clients contacted regularly
* Attending exhibitions, conferences and meetings as required

**Skills and essentials:**

* Commitment to Target Professional Services core values
* A positive attitude
* Highly driven and hard-working with a strong work ethic
* Excellent organisation skills and the ability to prioritise to meet deadlines
* Proven track record of providing excellent customer service
* High level interpersonal, communication and persuasion skills and the ability to apply these skills with customers to close deals
* Proven ability to identify customer needs and challenges and propose agreeable solutions
* High level skills in client relationship management
* Good IT literacy and ability to deliver information and updates in a clear, concise and timely manner
* Experience in identifying and developing new business opportunities
* Preferably educated to degree level or relevant business experience
* Sales and marketing experience
* Demonstrated experience in identifying and developing appropriate improvement opportunities
* Previous experience working as a client relationship manager or a track record of managing client relationships
* Commitment to stay up to date with changes in the trace market and pension / financial industry
* Experience in producing professional Powerpoint presentations and Excel spreadsheet management