



JOB DESCRIPTION AND PERSON SPECIFICATION

Job Title	Customer Account Manager
Department	Sales
Reports To	Director
Responsible For	No reports
Date Created/Reviewed	June 2015
Annual Salary	c30 - 35k

OUR COMPANY

Dot Origin is a leading provider of smart card related hardware and software products and solutions. Based in Surrey, the company has been operating successfully in this market for over 15 years, and has a wealth of knowledge and experience which is used to advise customers, devise solutions, and offer comprehensive technical support on products that incorporate various technologies such as RFID, cryptography, NFC and Bluetooth.

As well as representing many key manufacturers as their distributor, serving hundreds of resellers in several territories, Dot Origin also develops a range of hardware and software products aimed at specific application areas including transport, access control and digital signage, and is also renowned for its Smartcard Focus online store that ships from stock to over 50 countries worldwide. See www.dotorigin.com

KEY RESPONSIBILITIES OF THE ROLE

- To expand current sales activities in responding to and following up incoming sales enquiries and leads;
- Develop and grow Sales by outbound sales on core products, with existing and potential customers;
- Managing and developing accounts;
- Interrogating and evaluating account data and performance and identifying all possible opportunities for sales and/or business development;
- Arranging product demonstrations and customer visits where necessary;
- Customer prioritisation and liaising with Sales colleagues in producing and delivering a coherent outline sales plan;
- Supporting the Director(s) in the execution of the sales function where and when necessary.

PERSON SPECIFICATION

Experience

- IT or electronic products sales experience, as a distributor or re-seller;
- Cold calling/telesales to target customers, existing and new;
- Creating sales quotes.

Skills, Abilities and Knowledge

Core Competencies (all roles)

- Planning, organisation, prioritising and meeting deadlines;
- Problem solving;
- Drive and taking action;



- Attention to detail;
- Working autonomously;
- Customer service/care;
- Verbal and written communication skills.

Role Competencies

- Persuasiveness, influencing and negotiation skills;
- Initiative and self motivation;
- Creativity and innovation;
- Efficient and timely responses to customer queries and request for quotes;
- Microsoft Excel to preferably intermediate level, Word and PowerPoint;
- Knowledge of using and updating CRM systems and databases an advantage;
- Analyzing data and information;
- Sales forecasting.

OUR TEAM

Our two founding Directors started the business with a view to having an enviable reputation for quality, reliability and extensive technical experience within the markets in which the Company operated.

In continuing to achieve this, we can only do so through our small team of extremely professional and customer focused people, all with distinct backgrounds and high levels of experience in their fields. Technical Development and Support, Sales, Marketing, Logistics, Finance and HR all combine to make an efficient team, which is growing as the business expands.

OUR PEOPLE CULTURE

We are a small team. We think big and smart and are growing because we are successful at what we do. Through open communication channels, the team have direct access to each other and we all have impact on the business. We don't have departments, we just have a team that helps and supports each other, as well as draw from each other's experience and knowledge.

WORKING FOR US

In addition to a competitive salary, we have great benefits including:

- Space and freedom to learn and continually develop from a very experienced, professional and friendly team;
- 20 days holiday plus English bank holidays;
- Autonomy to do your job and deliver results;
- Share option scheme;
- Small company with excellent growth prospects;
- Casual dress policy;
- Childcare Vouchers;
- Free parking;
- As much tea and coffee as you can drink, provided you take turns to make it too!

Based on a small business park in the beautiful Surrey Hills, we are only a stone's throw from Guildford and a short walk from a mainline train station (Witley) with direct trains into London Waterloo (and Guildford, Woking etc) plus easy access to Heathrow and Gatwick airports.



HOW TO APPLY

Please email your CV with a brief covering letter to jobs@dotorigin.com, stating why you are interested in working with us and why you believe the role is right for you.