



Job Description

Job Title: Account Manager
Location: UK wide with regular European travel
Reporting to: Head of EUROW Sales

The Company

Smartbox create technology that gives a voice to people that don't have speech. Our products include a combination of specialist hardware, software and content and are used by people with disabilities across the world

We are one of the leading companies in the field and pride ourselves on our innovative products and high levels of customer service. Everything we do is driven by a passion to improve the lives of people that use our technology.

The Smartbox Head Office is in Malvern, Worcestershire. We have a second major office in Bristol and a smaller one in Pennsylvania, US.

Role Summary

The Account Manager role focusses on supporting our largest customers. Our belief is that we develop long term mutually beneficial relationships with these customers by committing to listening to their needs and delivering products and services that meet or exceed them.

Our business is conducted through working with local NHS Specialist Services in the UK and a network of partners in Europe and Rest of World. We are looking for a talented individual to join our Assistive Technology Team to support our NHS customers in the UK and our Partners in Europe.

Responsibilities

- Promote our products and services to key accounts assigned by Head of EUROW sales.
- Ensure the customer has an exceptional experience of dealing with Smartbox products and services.
- Learn about our partners markets in detail. Particularly funding channels, competitors and competitive products.
- Build and maintain strong and personal client relationships, focused on listening to their needs.
- Work with partners to identify challenges that our products can solve.
- Identify opportunities and support our partners in developing their markets.
- Conduct professional and informative sales presentations and product events.
- Share expertise and best practices with internal colleagues.
- Provide market intelligence to identify product and service improvement areas.
- Gather competitive intelligence regarding pricing and other information.
- Provide monthly opportunity pipeline and report on key account campaigns.
- Ensure accurate and complete information is captured in customer relationship management (CRM) system. Clean data when appropriate.
- Attend industry conferences to network and develop industry expertise.

Essential Skills

- Knowledge and experience of AAC and assistive technology.
- Understanding and compassion towards the needs of AAC users.
- Exceptional written and verbal communication skills.
- Comfortable with developing and maintaining relationships with clients.
- Ability to maintain an upbeat and positive attitude at all times.
- Effective public speaking.
- Strong work ethic.
- Strong time management skills.
- Ability to work in self-directed, fast-paced entrepreneurial environment.
- Highly proficient with technology.

Useful Skills

- The ability to speak a major European language.

Practicalities

- In this role you will regularly work Monday - Friday from 9am - 17:30pm.
- The nature of this role will require you to travel internationally on a regular basis, including overnight and some weekend working.
- You will need to maintain a deep understanding and knowledge of all our products and their uses.
- You will meet and keep in regular contact with colleagues and provide regular reports on key accounts.
- A full set of Smartbox equipment will be provided and you will be responsible for keeping this up to date.
- You will arrange your own travel and accommodation with selected providers.
- There will be opportunities to submit papers and present at international exhibitions.

Rewards and Benefits

- You will need to work at either our Malvern or Bristol offices when you are not visiting clients. You will have flexibility to arrange your own diary based on business needs.
- You will require a full driving licence.
- You must have the right to work in the UK a valid passport.
- Company car or allowance, mobile phone and laptop will be provided.
- Smartbox also offer Pension, Group Life Assurance and Income protection
- We are passionate about our people and offer many social events including a family weekend away and Christmas party each year.
- Salary available depending on experience.



Applications

- Kindly send your C.V and covering letter to: Nick Ward - Head of EUROW Sales by email to nick.ward@thinksmartbox.com
- All applications will be kept confidential.
- Please outline your experience and ability to excel in this role within your covering letter.
- Deadline for applications is 22nd March 2019.
- All shortlisted candidates will be invited to an assessment day at Smartbox.