

## **Accounts Manager**

### **JOB PURPOSE**

- To bring on board new clients and ensure that all aspects of business commitments and SLAs to clients are delivered at all times.

### **DUTIES**

- Brings new clients
- Evaluates market studies and surveys for business opportunities conducted by the sales team.
- Coordinates all major clients issues to be escalated including the following areas:
  - New business opportunities, additions, etc.
  - Unresolved problem reporting
  - Special business needs
  - Other critical business impacting activities
- Ensures that active clients receive the appropriate support at all times
- Maintains a database of active clients and prospective clients together with their leads and key contacts
- Prepares periodic and on request reports for management to inform decision on business activities
- Ensures that all business proposals submitted conform strictly to required standards, are delivered to clients and the necessary follow-ups done.
- Ensures that all quotes, invoices and sale orders are in conformity with required standard and are issued promptly per schedule.
- Coordinates all client activities pertaining to any deal closed and future activities with the client.
- Evaluate periodic customer feedback data submitted by the CSC team.
- Pursue other business opportunities with existing clients.
- Oversees other client related activities such as workshops, exhibitions etc. that drive their businesses.
- Ensures that value added services are promptly given to clients whenever the need arises.
- Performs other on demand task pertaining to business sustainability and growth

### **COMPETENCIES**

#### **EDUCATIONAL QUALIFICATIONS**

- University Degree
- Professional qualifications in IT, Marketing and Sales
- Minimum 5-10 yrs. proven experience in ICT industry

#### **TECHNICAL**

- Advanced knowledge in ICT
- Ability to propose the right solution for the right business needs

- Ability to integrate diverse technologies to achieve business solutions
- Proven track record of closing business deals within the corporate sector
- Ability to work with little or no supervision while achieving desired results.
- Ability to work long hours and under pressure, multi-task and meet strict deadlines

#### MANAGERIAL

- Strong analytical and business organization skills
- Project management skills
- Ability to coordinate all core activities involved in closing a business deal end-to-end.
- Ability to plan design, coordinate and implement business and marketing strategies.

#### PERSONALITY

- Must be highly dependable and trustworthy
- Confidentiality – ability to keep confidential information and trade secrets
- Must be self-motivated and confident in all aspects
- Must be highly presentable at all times
- Excellent negotiating skills
- Good communication skills (both written and verbal)
- Team player
- Excellent entrepreneurial skills

CVs should be sent to:

[careers@stlghana.com](mailto:careers@stlghana.com)