

Senior Account Manager

Company overview

We are a family founded, fast-growing, multi-award-winning company providing managed hosting and cloud services to businesses and government. Our mission is to be the cloud partner of choice, we are customer focused and strive to deliver exceptional service, robust security and leading-edge technology.

Although founded in 2002 we pursue a start-up mentality to ensure we remain current in a highly competitive marketplace. Memset offers an extremely friendly environment, where you will be technically and professionally challenged, while being supported by the wider Memset team around you. We provide our team members with a solid benefits package, and are focused on training to help grow and develop both individuals and teams.

Job Function

An opportunity has arisen for a Senior Account Manager to join the team. Being part of our Sales and Marketing Team, your responsibilities will include:

- Organise customer visits, demonstrate & present Memset's products and services
- Be target driven and understand the importance of sales performance, maintaining accurate records and aiming to achieve monthly/annual targets
- Managing a portfolio of accounts and often being the face of the company to our customers.
- Managing customer relationships and providing customers with excellent service and support in order to maximise retention and facilitate an increase in spend
- Working with other members of the Sales & Account Management teams and the Service Delivery team, to ensure that any account escalations are dealt with promptly and effectively.
- Championing the customer at all levels internally
- General administrative tasks, such as preparing quotations and reports
- Gathering, recording and reporting on customer feedback
- Promoting our referral scheme

Essential attributes

- At least 2 years' experience in an account management role in the Cloud Hosting or IT Industry
- Experienced in selling into whitespace, closing sales, meeting targets & relationship building.
- Have the confidence to work autonomously and lead presentations and meetings.
- Good understanding of Salesforce or similar CRM
- Great communication and organisational skills
- Clear reporting skills and issue escalation

Beneficial Attributes

- Knowledge of cloud computing, managed service and security services
- Confidence, influencing & negotiating skills
- Sound decision-making abilities
- Target driven.



As part of the recruitment process you will be required to complete a basic DBS check.

Benefits

Discretionary bonus, private healthcare (including dental), life insurance, critical illness insurance, 25 days' holiday plus bank holidays, holiday reward scheme, childcare vouchers and many more.

Location

Memset Head Offices: Unit 87 Dunsfold Park, Stovolds Hill, Cranleigh, Surrey, GU 6 8TB

Due to our rural location you should be able to drive and have your own car. Alternatively, we offer a shuttle bus service from Guildford train station via Godalming.

How to apply

If you would like to apply for this role please send your CV and covering letter to jobs@memset.com

