

Datacentrix Holdings Limited
Incorporated in the Republic of South Africa
(Registration number: 1998/006413/06)
Share code: DCT
ISIN: ZAE000016051
("Datacentrix")

Careers @ Datacentrix

Job Title: Account Manager

Location: Eastern Cape, Port Elizabeth

The Account Manager is responsible for managing an array of accounts; achieving sales targets and overseeing the work of internal resources. Account Managers are also responsible for building relationships and new business development with new clients and leading team productivity (cross sell opportunities).

The account management responsibilities include developing strong relationships with customers, connecting with key business executives and stakeholders and preparing sales reports. Accounts managers will liaise between customers and cross-functional internal teams, ensure the timely and successful delivery of Datacentrix solutions according to customer needs and improve the entire customer experience. The Account Manager should be able to identify customer needs and exceed client expectations.

Primary Role Accountabilities :

- Operate as the lead point of contact for any and all matters specific to DCX customers
- Build and maintain strong, long-lasting customer relationships
- Negotiate contracts and close agreements to maximize profit
- Develop a trusted advisor relationship with key accounts, customer stakeholders and executive sponsors
- Build and maintain strong, long-lasting Vendor relationships
- Ensure the timely and successful delivery of DCX solutions according to customer needs and objectives
- Manage tender responses by coordinating internal and external resources to ensure the best response is submitted on time
- Communicate clearly the progress of monthly/quarterly initiatives to internal and external stakeholders
- Develop new business with existing and new clients and/or identify areas of improvement to exceed sales quotas
- Identify and growth opportunities within territory and collaborate with internal and external teams to ensure growth attainment
- Assist with high severity requests or issue escalations as needed
- Post-sale, liaise between customers and cross-functional internal and external teams to ensure the timely and successful delivery of DCX solutions according to customer needs.
- Pre-sale, liaise between cross-functional internal teams and vendor/suppliers/partners to ensure the timely and successful delivery of DCX solution proposals which is in line with customer requirements.

Accountabilities and Performance Measures:

- Attainment of set GP Target
- Establish an opportunity pipeline that will ensure the attainment of the set sales GP target
- Develop and maintain knowledge and skill regarding the industry, technology and customers' business. Complete prescribed training successfully and on time.
- Prepare reports and accurate plans on account status
- Accurate forecasting and track key account metrics (e.g. weekly, monthly, quarterly sales results and annual forecasts)

Organizational Alignment:

- Reports to the sales team manager/branch manager.
- Works closely and collaboratively with the internal sales and account teams supported.
- This position to support a geography region covering one or more named account teams.

Additional:

- Please note that further checks will be conducted once the candidates are shortlisted (i.e. SA fraud check; ID verification; academic verification; criminal check).
- Please ensure you provide an updated CV and updated certified qualifications including a certified copy of your ID.
- Appointment is subject to conclusion of positive outcomes on these checks

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