



## ZEN INTERNET PERSON SPECIFICATION

### JOB ROLE: Channel Account Executive

Overall job purpose to support the Partner Account Team in dealing with queries relating to new & existing business partners and providing relevant information; and also to be responsible for developing further sales in relation to designated partners

This role has the potential to provide a foundation upon which individuals can develop a career in sales further.

Reporting to the Partner Programme Manager.

Specific duties and responsibilities include:-

- Assisting the New Partner Account Manager dealing with enquiries to join the Partner Programme – selling the benefits of joining the scheme, through to enrolment onto the Partner Programme
  - Qualification of leads by initial assessment of potential partners requiring an appointment with the New Partner Account Manager.
  - Working with the New Partner Account Manager and Marketing team to conduct campaigns to recruit new partners
  - Assisting the Partner Account Managers
    - by providing sales support (for example, by assisting in preparing quotes for clients, providing sales support materials)
    - with resolving queries by liaising with internal departments such as the Technical Support Team, Billings & Payments, Customer Services
- To be responsible for further sales generation, and account management regarding specific, designated partners - via email /phone contact and follow-up
- Contributing to the Partner Programme Strategy and Development
- Identify areas for improvement, for example, in relation to unsuccessful partnerships
- Other reasonable duties which may be required from time to time

There is the potential for successful job holders to progress into Account Management and/or other roles within the company.

## PERSON SPECIFICATION: CHANNEL ACCOUNT EXECUTIVE

	ESSENTIAL REQUIREMENT	DESIRABLE REQUIREMENT
<b>QUALIFICATIONS and EXPERIENCE</b>	2.2. Honours Degree in Business Studies or I.T. AND/OR Experience in a Sales or Customer Facing Role.	
		Proven track record in a technical sales e.g. ISP Marketplace and/or IT solutions role.
<b>SKILLS REQUIRED</b>	Able to converse clearly and concisely over the phone; quickly building a rapport with potential/existing partners.	
	Appears confident; assertive BUT NOT AGGRESSIVE in all internal/external dealings.	
	Able to sell the benefits of working with Zen Internet.	
	Capable of analysing problems/situations and recommending appropriate solutions.	
	Ability to work on own initiative- with minimal supervision.	
	Ability to plan, prioritise and organise workload, with ability to work comfortably – and meet - tight deadlines.	
<b>ASPIRATIONS</b>	Desire to develop a career in account management.	
<b>DISPOSITION/ MOTIVATION</b>	Commitment to the success of the Partner Programme.	
	Ability to deal with difficult clients/situations in patient & friendly manner.	
	Target driven.	
	Willing to go the 'extra mile'.	
	Willingness to learn/keep abreast with knowledge of ISP products – and 'sell onto' clients.	
	Clear demonstration of an interest and understanding of Internet and Computing technologies.	
<b>OTHER</b>	Eligible to work in UK.	

- Starting Salary:**
- c.£18k + £4k OTE plus Benefits
- Benefits:**
- Salary reviewed every 6 months
  - Investment in training
  - Optional Group Pension Plan with employer contributions
  - Optional opportunity to join a Medicash scheme at Corporate discounted rates

- 22 days annual leave, rising to a maximum of 28 days – dependent upon service
- Free Home Broadband Account; and Discounted Products and Services
- Free car parking
- Discretionary annual bonus, payable in December, dependent upon company performance
- Notice Period: one month

**Hours:**

37.5 hours per week, 9am - 5pm Monday to Friday