



Job Title

Internal Account Manager – Public Sector Market

Reason for Vacancy

Growth in the Public Sector Market in the Audit Software Business Unit.

Reporting to:

Public Sector Team Leader



Main purpose of this position




Retain and grow the market of an international, world class financial software product in the Public Sector market. The Internal Account Manager's mission is to provide support to the Public Sector team and customers, and upsell and cross sell our products and services in line with revenue targets. The proactive support and communication on the entire renewal process, customer success and ensuring that customer requests are dealt with timeously.

Key Deliverables and Weighting

- Achieve revenue and GP targets as per sales plan. Manage sales and renewal pipeline and activities accordingly.
- Completing the necessary documentation and forms required (SBD forms, tender documentation etc) for customers as part of the sales process.
- Prepare timeous quotes, proposals and follow ups in response to customer's needs.
- Ensure that our customers have the best possible customer experience.
- Develop and maintain excellent product knowledge to ensure our products are well represented in the market.
- Adopt the CaseWare Africa sales methodology, attend sales meetings to report on progress against sales plans, log every interaction on Salesforce.com and prepare sales feedback reports as required.

Management Level and Details of the Management Component of this role

N/A

	<p>Technical Knowledge, Skills and Abilities</p>	<ul style="list-style-type: none"> • Excellent track record in solution sales and achieving targets consistently. • Problem solving skills and ability to deal with potentially difficult customers. • Mature individual with high level of emotional intelligence. • Good computer literacy in general and in particular with MS Office and CRM systems.
	<p>Behavioral / Soft Competencies, Skills and Abilities</p>	<ul style="list-style-type: none"> • Positive attitude. • “Farmer” type of profile. • Excellent verbal and written communication skills. • High level of professionalism. • Well-developed problem solving skills. • Excellent negotiation and closing skills. • Self-starter who is highly motivated. • Proven ability to excel under pressure in a very busy environment. • Ability to multi-task and work across multiple projects.
	<p>Computer skills And knowledge</p>	<ul style="list-style-type: none"> • Good computer literacy Experience in working with a CRM system (Salesforce.com an advantage). • Accounting background preferable.

Details of Experience:

Essential requirements: At least 2 years sales (either internal or external) experience in a high-volume environment.

Desirable requirements: Accounting software experience.



Education and Qualification

Essential requirements: Completed Matric.

Desirable requirements: Formal sales training. Degree is preferable.

Working Environment & Travel

Extremely fast paced office environment with a great deal of team work. CaseWare Africa is very cool place to work with a flexible working environment and where innovation is encouraged.

Working Hours

- 08h00 - 17h00, overtime required when necessary.
 - Punctuality is important.
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What will make the incumbent successful in this role?

The candidate must have strong interpersonal skills, be self-motivated and be a collaborative team player with a hunger for sales.

Equity Statement?

We are committed to employment equity in our recruitment process. It is our company policy to promote within where ever possible. Therefore priority will be given to our internal applicants if this enables us to achieve our Equity goals.

