

Position Title: Customer Success Consultant (Account Manager)
Position reports to: Stakeholder Manager
Direct Reports: N/A
Office Location: Adapt IT Johannesburg Campus

PURPOSE OF THE POSITION

Retain and grow the market of an international, world class financial software product in the Professional market. The Account Manager's mission is to provide support to the 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.

PRIMARY RESPONSIBILITIES FOR THE ROLE

- Achieve revenue and GP targets as per sales plan. Manage sales and renewal pipeline and activities accordingly.
- 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.

MINIMUM QUALIFICATION AND EXPERIENCE REQUIREMENTS

Education & Qualification

- Completed Matric
- Formal sales training.
- Degree is preferable

Skills and Competency

- 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.
- 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.
- Good computer literacy Experience in working with a CRM system (Salesforce.com an advantage).
- Accounting background preferable.

Relevant Experience

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