

# Account Manager\_Sales Manager



## About the company

Beyond Business Travel is a leading travel management company in UK and Ireland. We are dynamic, innovative, and fast-growing with a focus on providing the best in travel technology and service to our corporate clients.

We are based in Belfast & Dublin and are looking for staff that are enthusiastic and can deliver an exceptional customer experience. This company growth, combined with greater activity from our corporate clients means we need to add to our team.

## . Why work for Beyond Business Travel?

- Are you interested in working in travel, with a company who focuses on the latest travel technology for its clients?
- Do want to work for a company that goes the extra mile for clients?
- We have offices in Belfast & Dublin for hybrid working, training and office-based work when needed.
- We provide highly competitive remuneration
- Healthcare Plan
- Career plan with training
- We are a social bunch and enjoy nights out

## Summary of Role

The Account Manager/Sales Manager is a dynamic role responsible for nurturing and growing an existing portfolio of clients, which includes Beyond Business Travels' key clients, while actively pursuing new business opportunities. This position requires a blend of account management skills to retain and satisfy current clients and sales skills to acquire new clients and achieve revenue targets.

You will build a rapport with our customer base by phone, email and face, frequently contacting them to understand their service requirements and identify potential areas where Beyond Business Travel can further support their travel programme. This will support both revenue growth and customer satisfaction.

The ideal candidate will be comfortable influencing senior external stakeholders, strong sales skills, a track record of using data to drive business growth and be comfortable with owning their own diary.

## Responsibilities

- Account Management
  - Build and maintain strong, long-lasting client relationships
  - Understand client needs and objectives, ensuring client satisfaction and retention

- Regularly communicate with clients to assess their needs, address concerns, and provide solutions.
- Data Analysis - track and identifying account activity and ensure appropriate savings, process efficiencies customer satisfaction is achieved.
- Ensuring customers receive product training.
- Responsible for the management of customer service level agreements and ownership issues that may be raised.
- Reviews to be delivered on a quarterly basis and KPI's reported in line with Service Level Agreements. Reviews to include industry trend, recommendations, detailed analysis of travel programme spend and trends.
- Responsible for onboarding and implementation of new clients. Implementation includes the coordination of all departments and function groups internally (i.e., Technology Team, Operations, Accounts, Sales, Support Teams)
- Collaborate with cross-functional teams to ensure clients' needs are met efficiently
- Sales
  - Develop a full understanding of the Beyond Business Travel value proposition to manage and increase our customer base.
  - Identify and prospect potential clients through various channels, including cold calls, emails, and networking.
  - Conduct thorough market research to identify trends and opportunities.
  - Prepare and deliver compelling sales presentations and proposals to potential clients.
  - Negotiate and close sales deals to meet or exceed revenue targets.
- Sales Reporting
  - Maintain accurate and up-to-date records of sales activities, client interactions, and opportunities in CRM software.
  - Provide regular sales reports and forecasts to the management team.

## Qualifications

- Bachelor's degree in a relevant field (e.g., Business, Marketing, Sales).
- Proven experience in both account management and sales roles.
- Strong understanding of the sales process, including prospecting, lead generation, and closing deals.
- Excellent communication and interpersonal skills.
- Proven ability to work collaboratively as part of a diverse team, in a fast-paced environment.
- Ability to build and maintain lasting client relationships.
- Highly organized, driven, with good time management skills and a logical approach.
- Goal-oriented, with a track record of meeting or exceeding sales targets.
- Proficiency in CRM software and Microsoft Office Suite.

## Key Competencies

- Relationship-building skills
- Business development
- Client-focused approach
- Negotiation and closing skills
- Problem-solving and analytical thinking
- Time management and organizational skills
- Adaptability and resilience

## Reporting Structure:

The Account Manager/Sales Representative will report to the head of sales.

On offer is a competitive starting salary and an excellent benefits package, so if this role is of interest to you, and to apply to join our team please send your CV to [HR@beyondbusinessstravel.com](mailto:HR@beyondbusinessstravel.com), all applications will be treated with the strictest of confidence.