

Job Description



Position Title	Sales Account Manager
Department	Customer Fulfilment

Hours	Monday to Thursday 08.30 – 17.00 Friday 08.30 – 16.15 Flexible mindset to work additional hours depending on workload
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About ASL:

ASL is an ever-growing international company specialising in the support of legacy equipment across the military and defence product range.

We operate from four sites within the Surrey and Sussex Area and have international offices in our key market areas.

Our purpose is keeping things moving to save lives and protect what matters. We live by the philosophy of 'Never a problem, always a solution'.

The Role:

As a Sales account manager, you should work to satisfy customers' needs and requests, respond to their queries in a timely manner and aspire to deliver a positive customer experience. You should have excellent communication and negotiation skills and be customer service oriented. Be able to grow our business by building successful, long-term client relationships.

Key Responsibilities:

- Manage a portfolio of accounts to achieve long-term success
- Develop positive relationships with clients
- Act as the point of contact and handle customers' individual needs
- Generate new business using existing and potential customer networks
- Resolve conflicts and provide solutions to customers in a timely manner
- Set and track sales account targets, aligned with company objectives
- Suggest actions to improve sales performance and identify opportunities for growth

Requirements:

- Good organisational and planning skills
- Good problem-solving skills
- Good technical ability
- Good understanding of customer requirements with proven track record in meeting customer expectations
- Willingness to adopt flexible work patterns when required to meet business needs
- Hands on experience in sales and an ability to deliver excellent customer experience
- Understanding of sales performance metrics
- Excellent communication and negotiation skills