

JOB TITLE	Account Manager
RESPONSIBLE TO	Account Director
RESPONSIBLE FOR	Working with other team members, the Account Manager may have managerial responsibility for other team members.
KEY ACCOUNTABILITIES	<ul style="list-style-type: none"> To exceed sales and income targets by maximising profitable recruitment advertising and selling additional MKH services to both existing and new clients. To manage and develop designated client accounts in conjunction with the account management team. Provide training, support and guidance within the team and if required deputise in the absence of the Account Director. To deliver the quality and service principles agreed and set by the Company.
ACCOUNTABILITIES	<p>Sales</p> <ul style="list-style-type: none"> Work with your account management team to ensure the proactive development of all designated client accounts such that their profitability is maximised and client sales and income targets are exceeded. Identify and pro-actively sell the most effective and profitable recruitment advertising solutions and additional services. Present a thorough knowledge of all available media, offline and online, and utilise the pool of skills available within the Accord Group for the benefit of clients. <p>Client Relationship Management</p> <ul style="list-style-type: none"> Ensure that agreed client retention levels are maintained. Ensure the appropriate and agreed level of client contact (telephone and face to face) is achieved. Undertake regular client review/development meetings as directed, leading others where appropriate. Communicate any client issues to your Account Director together with your proposed solution. Adhere to all account management, studio and finance processes and procedures. Ensure that all client records (on Goldmine and Insight) are accurately maintained. Operate all client accounts within their agreed credit limit.

Employee's Name (print):

Employee's Acceptance:

Date: