



Job Title:	Sales Account Manager
Department:	Business Affairs
Reporting To:	Head of Hospitality
Hours:	35 hours, Mon – Fri – 9 a.m. to 5 p.m.
Location:	St Andrews
Contract:	Full time – Permanent
Salary:	DOE – Competitive
Job Purpose	
The R&A, golf's global governing body outside the USA and Mexico, is seeking to recruit a Sales Account Manager to join an expanding team in a progressive, world-class organisation. As part of the Sales Team you will be responsible for managing relationship with The Opens customer base ensuring sales targets are achieved or exceeded through increasing retention and maximizing sales potential from all accounts.	
Job Description	
ROLE AND RESPONSIBILITIES	
Core responsibilities will be but not limited to:	
<ul style="list-style-type: none">• Managing The Open Hospitality accounts (both direct and agency), to maximise retention, maximise sales potential and provide excellent customer service levels• Complaint handling and ensuring high levels of customer satisfaction• Dealing with all day to day customer queries and requests• Assisting the sales team in processing bookings and ensuring a seamless experience for the customer• Presenting and collating customer research and analysis• Instigating and conducting face-to-face client meetings in order to build relations and improve retention• Responsibility for identifying key industry growth sectors to target• Negotiating closure and administration of contract• Identifying opportunities for maximising revenue from existing accounts• Hosting key clients at industry and internal events• Where appropriate, conducts effective face to face sales meetings with clients that lead to successful purchases• Reviewing own performance across an agreed range of performance measures and kpi's and taking remedial action where necessary• Manages and maintains an effective sales pipeline specifically designed to timely sales against targets and kpi's• Representing The R&A at PR Events, exhibitions, conferences etc	
PERFORMANCE ELEMENT	
<ul style="list-style-type: none">• Defining Purpose of the Role: Sell-out of all hospitality on Championship days by improving retention and maximising potential of sales from existing clients and referrals. The calibre of the customer base will be such that customer "churn" will be kept to an absolute minimum	



- **Impact on the business:** Hits target, or better, on a very regular basis by maximising sales from existing clients and improving retention. Concludes sales from existing customers including agents with a high strike rate and in good time. Demonstrates pace and urgency in conducting activities that drive successful, profitable sales. Has a good handle on how and where to win short, medium and long term business and is particularly adept at winning referrals from satisfied customers
- **Core selling ability:** Focuses entirely on motivating existing customers to buy each year where possible but maintaining an on-going relationship with corporate accounts and their key contacts. Builds value into any proposition or proposal. Uses a mix of persuading and influencing tactics and is highly skilled at the core skills of questioning, listening, summarising and note taking. Is always able to uncover the client's needs based on current issues or a desirable future state. Always sells what a product or solution does, not what it is
- **Product expertise:** Is a real product "champion" and knows the product inside out. Has a thorough understanding of where the product/service is differentiated, what is unique about it and where its inherent strengths lie
- **Manages own performance:** Has a clear understanding of own targets, objectives and KPI's, reviews constantly and therefore knows where they stand against them at any given time. Has a strong sense of purpose and sets and maintains high standards. Commits to achieving said targets and takes responsibility for the actions and activities required to achieve. Has a very clear picture of what they need to do to hit target. Requires little management time and intervention
- **Improves consistently:** Acts to improve performance, is very self-aware and analytical. Has a positive attitude toward feedback, training and coaching and uses them to improve performance, never rests on their laurels
- **Thinks about approach:** Evaluates own performance outside of any formal management review and often uses other resources to learn and improve performance. Is unafraid of trying new strategies, tactics and plans to drive revenues. Often comes up with innovative plans and creative solutions, is analytical and enjoys successfully overcoming problems and hurdles. Doesn't always stick to the tried and tested, knows how to change the game when required
- **Acts ethically:** Always acts in a fair-minded manner, doesn't lie or mislead clients deliberately. Has in mind the win win solution when negotiating
- **Customer focused:** Has an in-depth knowledge of key clients and contacts within an account. Is trusted, known and liked. Easily picks up referrals and follows contacts if they move to new positions or companies. Spends time researching and understanding customers and their markets. Finds out what interest's contacts and can display like mindedness on a regular basis

COMPETENCIES

- Customer facing competencies (Creates trust, initial mind-set, connects, wins insight)
- General competencies (Impacts on results, improves self, self-motivated and empowered, controls the controllables & values driven)
- Process competencies (Sales pipeline management, four domains, insight sheet & contact strategy)



SKILLS

In addition, the successful candidate will require:

- Application of the Consultative Selling Skills (Questioning, active listening, taking notes, probe specifics, interpret/understand, influence/persuade, build commitment, handle resistance, close)

QUALIFICATIONS AND EXPERIENCE

- Minimum 2 years' experience in front line B2B account management (B2C sales experience is a bonus)
- Has benefited from regular sales training experience
- Knowledgeable, being able to execute fully the sales strategy, helping to improve and evolve new strategies and business initiatives where relevant
- Passion for sport where the individual is both knowledgeable and capable of discussing golf/sport at length
- Highly developed levels of communication, networking and influencing skills
- Experience in sporting, corporate hospitality and or sponsorship sales

To apply for this vacancy, please send your c.v. and covering letter, stating your salary expectations to Caroline Lee, recruitment@randa.org by the closing date of Friday 6th October 2017.