



Account Manager

£20-23K PA basic plus commission and bonus – OTE £23-£27k

Expert Agent, established in 2003, is a leading supplier of cloud based software to 2500+ estate and letting agencies across the UK.

We have a team of 40 with an average age of 30, comprising software developers, support technicians, trainers, account managers, administrators and sales executives. Many of us are former estate or lettings agents.

We're based in pleasant offices in Frome. Our turnover is £3.5m and we're very profitable and stable. We're an important part of Metropolis International Ltd – an international business with 400 employees and revenues of £40m.

Our Account Managers make regular outbound calls to our customers. The challenge is to identify the "prime mover" in each business which isn't necessarily the boss. The Account Managers then build an ongoing relationship with these people in order to get them using more of our products and, where appropriate, selling bolt on and additional services. So, it is more than a selling job – it involves skills such hand holding, empathy, problem solving etc.

This isn't a role for the timid. Account Managers need to have the confidence, credibility and knowledge necessary to make struggling customers implement our recommended solutions to their problems.

The role is mainly office based but with the need to spend perhaps 3-4 days per month visiting customers with the occasional overnight stay. A full cleanish driving licence and the confidence to drive to the other end of the country and back is therefore essential.