



## Job Description

**Job Title:** Senior Account Manager

**Department:** Sales Department, Nigeria

**Location:** Lagos

**Reporting to:** Executive Chief Sales Officer

### Purpose statement:

The Senior Account Manager is responsible for driving business growth, managing top-tier client relationships, and maximizing revenue. This role focuses on nurturing existing accounts, acquiring new customers, minimizing churn, and ensuring adherence to sales processes.

### Principal Accountabilities/Objectives:

#### Account Management:

- Serve as the primary point of contact for allocated accounts, fostering strong relationships.
- Plan and cultivate relationships with customers to identify new business opportunities.
- Balance focus between prospects and ongoing opportunities for sustained development.

#### Sales Strategy Development:

- Develop customer sales strategies in collaboration with the Line Manager.
- Identify winning strategies and work proposals tailored to local markets.
- Analyse statistical data to understand market trends and align services accordingly.

#### Revenue Growth and Relationship Building:

- Drive revenue growth by understanding customer preferences and aligning inq.'s services accordingly.
- Manage deals and accounts through commercial governance, ensuring future growth plans align with customer requirements.
- Evaluate account performance and revise strategies as needed to achieve targets.

#### Customer Relationship Management:

- Build strong, long-term relationships with key decision-makers and stakeholders.
- Secure, manage, and enhance customer relationships to bolster INQ.'s credibility.
- Collaborate across departments to resolve issues and ensure effective problem management.

#### Sales Enablement and Development:

- Ensure Salesforce and sales database accuracy.
- Present new products and solutions, and deliver best practices for onboarding new customers.
- Collaborate with finance and support teams to ensure customer satisfaction and billing support.

**Communications and Work Relationships:**

- Foster internal and external collaboration by demonstrating effective communication, mutual respect, and professionalism across all departments and clients.

**Knowledge, Skills, Experience and Competency requirements:**

**Knowledge:**

Solution Selling, competing to Win, Products/Services/Technology expertise, Account Planning, and Opportunity Management.

In-depth understanding of customer business, market dynamics, and decision-makers.

**Skills:**

Proficiency in objection handling, negotiation, relationship building, analytical abilities, and Microsoft applications.

**Experience:**

Minimum 6 years in account management within a telecom environment, solution sales, and relationship management.

Deep knowledge of mobile and fixed enterprise business.

**Attitude:**

- Exceptional communication, confidence, sales-oriented mindset, high self-motivation, and accountability.

**Kindly send your application via email to [inqngcareers@inq.inc](mailto:inqngcareers@inq.inc)**