

Account Manager/Account Executive (Randburg) – (1436)

Role Overview

A technology solutions provider is seeking an experienced Account Manager / Account Executive to manage, retain and grow a portfolio of existing customers. The successful candidate will oversee customer relationships, solution implementation, renewals, invoicing, product usage, after-sales support and upselling opportunities. The role requires a commercially driven, organised and resilient individual who can build relationships across IT, procurement, finance, supply chain and senior management departments.

Key Responsibilities

- Manage and maintain strong relationships with assigned customers.
- Coordinate the successful implementation of purchased solutions with customers and internal technical teams.
- Ensure customers are invoiced correctly and payments are received timeously.
- Manage annual renewals and ensure customers budget appropriately.
- Identify and close opportunities to sell additional licences, products and services.
- Achieve monthly, quarterly and annual renewal and upsell revenue targets.
- Maintain regular contact with customers through calls, emails and face-to-face meetings.
- Ensure customers use the products effectively and receive appropriate training and support.
- Resolve customer complaints and escalate serious matters where necessary.
- Prepare quotations, proposals, bids and presentations.
- Negotiate pricing, terms and conditions with customers.
- Maintain accurate sales forecasts, pipelines and customer records in the CRM system.
- Collaborate with internal departments to ensure customer requests are fulfilled.
- Communicate product updates, new features and relevant company information to customers.
- Attend trade shows, industry events and customer functions when required.

Minimum Requirements

- Preferably a bachelor's degree in marketing, business, risk management, or a related field.
- At least three years' experience in account management, sales, or customer service.
- Proven track record of managing and growing customer accounts.
- Experience in customer retention, project coordination, renewals, and upselling.
- Strong sales, negotiation, and relationship-management skills.
- Proficiency in Microsoft Office.
- Experience using CRM software such as Salesforce or a similar system.
- Excellent communication, presentation, organisational and time-management skills.
- Strong business acumen.
- Knowledge of public-sector procurement and tender processes will be advantageous.
- Technology, software, or cybersecurity industry experience will be beneficial.

Required Competencies

- Strong account and customer relationship management.
- Sales, negotiation, and closing ability.
- Commercial and revenue-focused mindset.
- Project coordination and problem-solving skills.
- Ability to manage multiple accounts and deadlines.
- Strong written and verbal communication.
- Accurate administration and CRM management.
- Ability to work independently and collaborate with internal teams.

Personal Attributes**The successful candidate must be:**

- Emotionally resilient and highly tenacious.
- Customer-focused and passionate about helping people.
- Personable, enthusiastic, and professional.
- Ambitious, self-motivated and results driven.
- Organised, accountable and dependable.
- Adaptable and solution oriented.
- Comfortable working with demanding and complex customers.
- Committed to integrity, excellence and delivering on promises.

Key Performance Indicators**Performance will be measured against:**

- Achievement of renewal and upsell revenue targets.
- Customer retention and account growth.
- Successful customer implementations.
- Customer satisfaction and complaint resolution.
- Accuracy of sales forecasts and CRM records.
- Product adoption and customer engagement.
- Timely invoicing and payment collection.
- Conversion of proposals and sales opportunities.

*****Salary – R65,000 to R68,000 CTC (Negotiable, based on skills, experience and in relation to current package)**