

<b>Job title:</b>	<b>Senior Account Manager</b>
<b>Status:</b>	Full-time
<b>Reports to:</b>	Head of Account Management
<b>Location:</b>	100 Leman Street London E1 8EU
<b>Hours:</b>	Monday – Friday Needs of the business
<b>Holidays:</b>	25 days excluding Bank holidays Will also be paid for Bank holidays

## Company Overview

Exponential-e was founded in 2002 and swiftly established a reputation for innovation and positive differentiation in the technology market. The business was amongst the very first to see the potential for Ethernet in the UK market and was the first in Europe to design and launch VPLS networks. Throughout the history of Exponential-e, a focus upon leveraging developments in technology to deliver profitable and innovative services to our clients and prospects has resulted in industry and peer recognition for our pioneering approach in the market.

With an expansive and established portfolio spanning Cloud, Data Centres, Virtualisation, Disaster Recovery, Business Continuity, Security, Unified Communications and Voice, Professional Services and of course Networking, Exponential-e is extremely well positioned within the market to deliver needs of clients. The depth and breadth of the portfolio and the commitment applied to provision of exceptional service quality has enabled the business to secure the trust of more than 2500 business clients. With industry leading levels of customer satisfaction the capability of the business is underwritten by client reference-ability and ensured our entry to the London Stock Exchange’s Top 1000 Companies to Inspire Britain in 3 successive years

Indeed, the business has delivered a compounded annual growth rate exceeding 28% in the last 5 years. Last year alone, the business delivered 43% year on year growth in new business sales performance and the first quarter of 2016 was the 5th consecutive record sales quarter.

Due to continued growth, Exponential-e is currently seeking highly motivated and driven sales professionals with genuine desire to earn well in excess of six figures. The sales compensation plan, which offers uncapped earnings potential pays 50% commission upon order and 50% deferred for two months. Quarterly and annual incentives offer still further scope for significant earnings. Many top performers within our business are exceeding earnings of £150,000 per annum.

We look forward to discussing your career development aspirations and ambitions with you!

## Mission Statement

*Achieve the status whereby **Exponential-e 3.0** is formally acknowledged among our peers, competitors and clients as the most advanced and innovative business technology enabler in **The World**. A ‘world-class company . . .’*



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### Overall purpose of the job:

- To secure new business within existing client accounts, increasing Exponential-e's revenues in line with set targets.

### Key responsibilities for this job:

- To sell new network and ICT services (Cloud, LAN, Wi-Fi, UCC & Server hardware) to existing accounts
- Maintaining and developing client relationships for a small number of accounts.
- Working with clients' management teams to understand particular business strategies
- Evaluating those strategies and ensuring Exponential-e's readiness to keep pace with the implementation of new programs, projects, or features consistent with those strategies
- Increasing the revenue opportunity within each client's business portfolio as it relates to utilising additional Exponential-e services or product offerings
- Tracking and escalation of client issues alongside the client relationship team
- Establish and coordinate planned visits at the customer location and at Exponential-e
- Inform clients of new services, partnerships, and/or products as they are announced or released
- Provide support to additional departments when required, as required
- Any other fair and reasonable task or duty assigned to you by your Manager, or other senior Exponential-e Ltd staff member

### Knowledge and experience required:

- The ability to close deals
- Great communication skills across all parts of the business
- Knowledge of the following ICT product suites:
  - Cloud
  - LAN & Wi-Fi
  - UCC
- Server hardware
- Excellent written and verbal communication skills with the ability to communicate technical issues to both the IT department and to the client in understandable terms
- Able to work under pressure making timely and informed decisions to tight timescales, whilst maintaining attention to detail
- Good working knowledge of Microsoft Excel and Word is essential
- Well organised and self-motivated team player.



**The job:**

Is situated in a challenging environment which is busy and at times pressurised, but which is also fun, and the staff are friendly. The Exponential-e atmosphere is that of a team and active participation with all staff is necessary during the daily execution of this role.

A 'smart' appearance is required at all times, however on Fridays where you are not required to attend client meetings, casual dress is permitted.

Signed by Employee:

Date:



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