

DIRECT WINES

Direct Wines Role Profile	
Position Title	Corporate Accounts Executive
Reports To	Head of Corporate Sales
Overall Job Purpose	<p>To provide efficient and dedicated support to the Corporate Account Manager & Head of Corporate Sales focused in the business-to-business market. Working very much as part of a small dedicated team to achieve the overall targets.</p> <p>By supporting day-to-day affairs and specific projects to providing a high standard of accuracy. Ensuring all offers are set up and maintained correctly in various systems to provide a seamless corporate customer experience. Making sure deadlines are met by using your own initiative, checking and reporting on the campaign's progress and managing internal and external communication throughout.</p> <p>This will entail direct and indirect contact with existing clients, helping to manage their expectations and meet our objectives. To support our ambitions for sales growth, in a fast-paced team you'll be expected to support qualification and quotation process for new prospects being a natural relationship builder.</p>
Key Responsibilities	<ul style="list-style-type: none"> • Answer and manage emails and telephone calls from existing corporate account contacts. • Handle sales enquiries/assess opportunities/gain information, and forward if applicable. • Provide a strong level of communication to the whole team and escalate all potential issues • Be responsive to ad-hoc tasks initiated by the Account Manager and Head of Corporate Sales • Maintain contact database and track progress of Accounts. • Provide production support and ownership of approving artwork where applicable. • Set up agreed forecasts and manage and maintain process. • Check new offers have been set up correctly on time and communicated to the operational team to prevent any delays processing orders. • Agree and approve key Account invoices monthly. • Collate information (financial or other) and create presentations to assist with external presentations. • Support the Call Centres regarding any offers or enquiries relating to corporate sales. • Where applicable for large orders liaise closely with the Warehouse to ensure they are despatched on time effectively. • Maintain and ensure correct set up of GMS reporting. • Support Gifts and Flexible benefits process throughout. • Occasionally meet with external clients both on and off-site as required.
Qualifications	Ideally educated to degree level but not essential.
Experience	<ul style="list-style-type: none"> • Proven ability to deliver an exceptional level of Customer Service • Strong Excel and Powerpoint
Personal Qualities and Skills	<ul style="list-style-type: none"> • Good level of written and verbal communication. • Detailed focused • Fast-paced and responsive • Customer-focussed. • A desire to help drive sales and possess the ability to build

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	strong relationships with clients and key stakeholders.
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