

Summary

ExpenseIn is an innovative, modern and rapidly growing company providing remote working in a fast-paced environment. Working at ExpenseIn is exciting, dynamic and offers fantastic career progression.

ExpenseIn, the trading name of Mobile Dynamics Ltd, is seeking an Account Manager to support one of the UK's leading cloud-based expense management solutions. You will be responsible for executing ExpenseIn's sales strategy.

You will have responsibility for the full sales cycle; this would entail qualifying customers and gathering requirements, holding software demonstrations and providing a seamless customer experience through the implementation phase to successful close. Your detailed knowledge of the system, coupled with a comprehensive understanding of customer needs, will ensure that you provide a tailored and first-class service.

While maintaining your own pipeline of inbound leads, you may also be responsible for identifying and contacting key stakeholders in target businesses; utilising multiple channels to strategically identify new opportunities and establish relationships.

The role:

- Hold tailored and in-depth software demonstrations with prospective customers. This is usually using online video conferencing software, however occasional on-site demonstrations may be required (subject to COVID restrictions).
- Help trial customers with basic account set up, provide assistance with account queries and give helpful advice.
- Engage with new customers through various channels including live chat, email and telephone.
- Convey customer requirements to the implementation team for a seamless customer experience.
- Guide customers in their use of the product as well as expense management and accounting best practice of expenses.
- Manage customer requirements, both product and contractual, throughout the sales process.
- After successful close, you will be responsible for tracking customer engagement and usage by utilising the tools and reports available.
- Building the company's outbound pipeline by researching potential customers and engage with new prospects using a variety of resources.

The person:

- Must have a high degree of organisational skills including prioritisation, scheduling and time management.
- You will be expected to gain a deep understanding of the ExpenseIn platform, as such, a background in software with the ability to pick up technology quickly is essential.
- Demonstrate exceptional interpersonal and influencing skills.
- Be self-motivated with a strong desire to succeed.
- Should be tenacious and open to new challenges.

- Always maintain a positive attitude and work ethic with a proactive approach.
- Demonstrate excellent verbal and written communication skills.
- Self-motivated and able to work as part of a team and independently.

Essential requirements

- Minimum of 2 years sales experience.
- Suitable home-working space.
- Experience working in a software environment.

Desirable requirements

- Knowledge of accounting/payroll systems.
- Experience with B2B software as a service.

Travel

As a remote working company, you will be required to work from home and must have a suitable working environment for customer calls and online meetings. There may be several on-site meetings a year for customer demonstrations and team meetings.

Benefits

- Competitive salary
- 25 days holiday
- Private health insurance
- Home-based role

Check out ExpenseIn's Career page for more information.