

Internal Account Manager- Sales

Group Office (London Paddington)

1. Job summary - the general nature of the job and its primary objectives:

1.1 You will be responsible for ensuring and maintaining high level customer and partner satisfaction.

1.2 Supporting growth and development of channel partner accounts and existing customers via cross selling new services.

1.3 Providing remote and on-site support to other sales members in product specialist, through all 8 product sets.

1.4 Sourcing new partners via call out days, inviting them to webinars and conference calls.

2. Main duties and essential responsibilities:

2.1 Supporting channel partners by assisting with quotes, enquiries and general support.

2.2 Assisting in channel partner and end user inbound enquiries, covering data quotes, billing and other general enquires through both email and inbound calls.

2.3 Responsibility for the ongoing maintenance and customer satisfaction of customer solutions including all Fidelity and 3rd Party products and services.

2.4 Assisting the Sales and Support Teams through pro-active reporting and management of tickets through Anvil and the CRM platform.

2.5 Calling of top 100 billing customers on Faults closed and completion of orders to ensure customer satisfaction.

3. Other functions and responsibilities:

3.1 From time to time you may be required to act in other roles that are assigned through senior management.

4. Knowledge and skills required:

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required.



General Skills:

- Highly IP literate
- Excellent communication skills.
- Customer focused
- Ability to innovate and deliver under pressure.
- High attention to detail.
- Project Management

Technical/specialist skills:

- In-depth understanding of the Fidelity product set.
- Advanced knowledge in IP/VOIP, Mobiles and Data.
- A strong background in customer management and support.
- Project and specific reporting in products.
- Order management from project to cash.

NOTE: The job holder will be expected to undertake other duties as reasonably requested by their line manager.

5. Special working conditions and work environment:

5.1 The IAM will work closely with all the Fidelity Departments and staff to aid the Company in striving to deliver a market leading quality of service that is second to none to maximise the sales of our products and services to our clients