

PERSONNEL SPECIFICATION FORM ACCOUNT MANAGER NOVEMBER 2011			
ATTRIBUTES	ESSENTIAL	DESIRABLE	HOW IDENTIFIED
QUALIFICATIONS	Educated to GCSE level; including English and Maths	Further Education qualifications in business studies /administration	<ul style="list-style-type: none"> • Application Form/CV • References • Interview
SKILLS	<p>Excellent customer service skills and ability to communicate effectively with both colleagues and customers.</p> <p>Excellent communication and presentation skills.</p> <p>Self-motivated with the ability to work either independently or within a team</p> <p>Strong administrative background.</p>	To be able to demonstrate previous experience in liaising with customers and working in a similar role.	<ul style="list-style-type: none"> • Interview • CV
EXPERIENCE	Experience in a similar role/environment	2 years working experience as part of a sales team	<ul style="list-style-type: none"> • Application Form/CV • Interview • References
PERSONAL CHARACTERISTICS	<p>Confident, outgoing and smart appearance.</p> <p>Be analytical in problem solving and ability to translate customer needs into the most appropriate solution.</p>		<ul style="list-style-type: none"> • Interview

<p>SPECIAL SKILLS/KNOWLEDGE</p>	<p>Excellent customer service skills and ability to maintain accounts.</p> <p>Comfortable with using Microsoft applications as well as website applications</p>	<p>Experience of Salesforce or a similar CRM System would be desirable.</p>	<ul style="list-style-type: none"> • Application Form/CV • Interview
<p>ATTITUDE/DISPOSITION</p>	<p>Self motivated with ability to work independently or part of a team.</p> <p>Ability to remain calm under pressure.</p>		<ul style="list-style-type: none"> • Interview