

ACA Account Manager

Who we are

Dayta are a Sage Business Partner that sells, supports and develops Sage accounting software. We are proud to provide a full range of Sage 200 products and services to many types of businesses. We have achieved Sage 200 Business Partner of the Year 2020 in recognition of our services, support and reputation in the industry.

Overview

Having realised considerable achievements already, our business is on a journey of growth, so this is a great time to join us. We are looking for a special someone who gets a genuine buzz from driving new business, building business relationships and providing excellent customer service to our existing customers.

You will have the full support of a passionate team to help you succeed as well as the freedom to work independently.

Key Accountabilities and Main Responsibilities

- Be the point of contact for our existing Education customers for non-technical issues.
- Maintain and optimise the relationship ensuring customer satisfaction while exploring and identifying up-selling opportunities.
- Manage customer communication for ad-hoc Sage and Dayta projects and new developments.
- Main contact for customers wanting more information, or to order additional products or services, and the subsequent quotations, order confirmations and sales processes.
- Engage with decision makers throughout the Sales process - understanding the needs, pressure points and struggles of our Clients.
- Maintain the business pipeline for past/present/future opportunities and ensure CRM is up to date.
- Provide presentations and proposals.
- Manage initial communications and administration regarding software upgrades as applicable, liaising with Dayta upgrade team.
- Keep abreast of product developments and changes that affect customers, ensuring a clear communication process and follow through.
- Liaise with relevant colleagues & suppliers to resolve customer issues.
- Complete regular customer care calls to our existing clients and identify any outstanding needs.
- Monitor and maintain our monthly subscription renewals.
- Organise and manage Customer mornings
- Ensure that CRM is completely up to date with all customer information & activity
- File, archive and manage all project related information efficiently.
- Prepare weekly, monthly and ad hoc reports for the Management team.
- Assist with planning, travel arrangements and organisation of meetings.

Skills required

- You will need to have a sales background with knowledge or experience of standard Accounting practices.
- Excellent interpersonal skills at all levels with the ability to work alone or within a team.
- The ability to work well under pressure, be proactive, inquisitive, quick to learn, well organised and able to multi-task with attention to detail.
- Drive and desire to succeed in order to reach company and personal goals
- Excellent Customer Service and relationship building skills
- Sage knowledge would be an advantageous, but full training will be given to the right candidate.

Desirables

- Knowledge of website content maintenance.
- Search engine optimization practices

This is a full time permanent position in Fairford Leys, Aylesbury.

Monday to Friday 9:00am-5:00pm

Salary is negotiable £25k to £30k dependent on experience.

Plus annual company benefits to include:

22 days holiday plus 8 bank holidays

Pension scheme

Free car parking.

If this Account Manager role sounds like you, please forward your CV to Jodie Hemsworth
Recruitment@Dayta.co.uk