



Job Title: Enterprise Client Manager (ECM)

Location: Various countries in EMEA

Job Purpose: The Enterprise Client Manager focuses on accounts identified as Enterprise, including:

- **Size -**
- **Brand**
- **Complexity (Group and Divisional)**
- **Commitment to Insight**

The ECM role is client facing, the main purpose is uncovering Enterprise Opportunities, to align Insight strategically and formally with the client, whether this be at framework or contractual level. To present all available lines of business to the client and sell wide and deep wherever possible in engaging multi level contacts, vertically and horizontally and ensuring that all LOB (Lines of Business) are connected across relevant company or divisional contacts.

Key Tasks & Responsibilities:

- Prepare, implement and execute plans for Accounts at both Group and Account level
- Prepare and Present Quarter, half year and annual business plans to Insight Executive as requested
- Set monthly and quarterly objectives for the resources within the team, monitor those objectives and report their achievements
- Work closely with the bid unit, own all RFP and RFI activities associated with the portfolio from beginning to end.
- Produce LOB, L/E and Pipeline as set by the Country MD or Country Manager
- Ensure that all 1:1 objectives as set by the Country MD / Country Manager are completed and actioned in line with the expectations set.
- Have a minimum of 3 RFI/RFP activities ongoing within a quarter period
- Achieve a minimum of 6 Client Appointments per week and 6 Vendor Meetings/Appointments per month
- Promote and Engage CSG solutions across the entire Account Portfolio activity must be based on a minimum of 3 ongoing and 3 emerging opportunities per quarter dependent on size.
- Monitor all accounts within the portfolio at Group and Account level and report Quarter on Quarter and Year on Year increase/decline for the Country Manager/Country MD as part of the 1to1 strategy.
- Articulate to the back office teams client requirements and contract/SLA obligations in order to deliver to client expectations and ensure that departmental heads deliver

on the Insight commitment and promise to those clients.

- Manages 10-100+ accounts /prospects. Generates \square 300K + AGP. Focus on Customer with in an excess of 1500 desk tops
- Under normal supervision, manages sales to increase revenue and gross profit for Insight products to corporate accounts within a territory. Builds and maintains account relationships and customer satisfaction.
- Utilise networking skills with vendors, particularly Corporate Teams and their management/executive.
- Be able to manage very high revenue based opportunities commercially to meet revenue and margin growth strategies.
- Be able to articulate verbally and in writing Insight market position, USPs, value add and strategy.
- Be self disciplined and motivated, maintaining the highest level of ethical standard and be a role model both internally and externally.
- Assume ownership in respect of all Insight activities when engaged with a client.

Qualifications Required:

- **Degree or equivalent business level Education.**
- **English (written and verbal) as a second language**

Keys:

ECD: Enterprise Client Director

ESA: Enterprise Sales Associate (Support)

ECAM: Enterprise Client Account Manager

ECAE: Enterprise Client Account Executive

ECM: Enterprise Client Manager

Experience Required

- Have both numerate and English language skills.
- Basic understanding of contracts, Terms and Conditions and the ability to negotiate standard and non standard T&Cs.
- Understand basic financial rules, P&L, Balance Sheet, Cost of sale, budget, leasing.
- Managed sales related resources for a minimum of 3 years
- Minimum 4 year sales experience in the I.T industry or similar high-pressure sales environment.
- Ability to Present and Articulate the Insight proposition up to and including Senior Executive Client Level
- Wide understanding of the IT Industry and an ability to discuss and understand client business issues and challenges
- Ability to lead and manage resources
- Ability to pull together and lead sales campaigns both formally and informally (via planning/LOB strategies)
- Develop Ownership, Quality and Responsibility culture within the Sales team
- Ability to articulate in written format responses to clients day to day needs and that of RFI/RFP requests.

