

Job Description – Key Accounts Adviser

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| Job Title | Key Accounts Adviser |
| Contract Type | Permanent |
| Report To | Key Accounts Team Manager |
| Purpose | <p>To manage a portfolio of Key Accounts in order to support achievement of revenue and growth targets and customer retention.</p> <p>To develop and maintain excellent business relationships with Key Account customers through regular contact e.g. phone, email face to face.</p> |
| Key Responsibilities | <ol style="list-style-type: none"> 1. To work with Key Account customers to obtain all of the relevant site / usage information to enable accurate invoices to be raised 2. To complete reviews for Key Account customers, agreeing payment terms 3. To carry out desktop audits of declared music usage within own portfolio 4. To ensure that Key Account customer details are captured and processed accurately and efficiently through ongoing customer interactions 5. To proactively identify additional licensing revenue and business intelligence with regards to Key Accounts 6. To identify and contact all due and overdue accounts within own portfolio with a view to obtaining payment and payment commitments from customers 7. To work with the Collections team to collect past due and aged debt within own portfolio, when appropriate 8. To identify and build strong relationships with key decision makers 9. To maintain accurate notes in the system 10. To use objection handling techniques to proactively resolve any customer queries or objections. Effectively obtain evidence of music usage to support potential infringement cases 11. To deliver a positive customer experience and proactively contribute to the department's service standards and customer satisfaction results, ensuring call quality targets are consistently achieved and exceeded 12. To educate and advise customers, positively reinforcing benefits of music to their business, while ensuring that they understand and are adhering to the contractual licensing terms and conditions 13. To demonstrate a positive image of the company, through developing and maintaining effective professional relationships with customers 14. To work co-operatively and supportively with other teams in order to ensure the customer experience is positive 15. To respond to customer queries and ensure timely resolution of complaints, escalating where necessary 16. To develop and maintain knowledge of accounts and sectors, in order to meet revenue targets 17. To develop and maintain knowledge within core licensing processes and procedures, including tariffs and Copyright Law 18. To undertake other tasks as reasonably requested |
| Experience and Qualifications | <ul style="list-style-type: none"> • Ideally educated to A Level standard • Minimum 2 years' experience successfully working within a lead generation or sales targeted role, within a customer focused environment • Experience of working within a team • Competent using Microsoft Office – Word, Excel, PowerPoint and Outlook • Experience of working with both internal and external customers to achieve goals • Knowledge of the background to copyright licensing, tariffs, policies, distribution and procedures • Knowledge of distribution principles and how they impact on licensees |
| Person Profile | <ul style="list-style-type: none"> • Selling and negotiation skills • Communication and influencing • Self-motivator • Team player • Ability to work on own initiative • Commercial awareness • Drive for results |

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| | <ul style="list-style-type: none">• Analytical skills• Attention to detail• Decision making and judgement• Ability to work under pressure• Embraces change• Organisational skills• Customer service |
| Number of direct reports | 0 Direct Reports |