

**Sales / Account Manager**  
**Full time, 37.5 hours**  
**Office/Home based with regular travel**

### **About us**

Union Street Technologies is the UK's leading provider of telecoms billing, provisioning, and customer management solutions to service providers operating in the communications, data, and IT sectors. Our multi award-winning software solutions are used extensively throughout the UK and Europe to manage communications and data services including fixed line, cloud, mobile, data and next generation networks.

### **About the role**

The main purpose of a Union Street Sales / Account Manager is to plan and carry out proactive revenue generating activities to maintain long term account relationships, introduce new products and services, and to win new accounts for the company. Ensuring a high level of quality new business is won, maximising the revenue and profitability of each account.

### **What you'll be doing**

- Managing allocated partner accounts to increase revenue streams, improve relationships and the sale of Union Street products and services.
- You will be responsible for achieving, and ideally exceeding, targets
- To achieve this you will develop strong, trustworthy, and mutually beneficial relationships, across all facets of their business, with the senior stakeholders within these partners
- To ensure that all service level agreements are achieved.
- Attending, implementing, and demonstrating strategies and techniques as delivered during team training and individual coaching sessions.
- Identifying partner customer service issues and escalating them to the relevant person/department according to Union Street guidelines.
- To ensure that allocated partner accounts are kept apprised of the company's services and product developments, identifying, and promoting those of most relevance.
- Provide regular and accurate reports on pipeline and opportunities.
- Promoting and demonstrating Union Street products and services to prospective new partners.
- Updating and maintaining Union Street's customer relationship management database, recording all activities to ensure accuracy of records.



- Taking responsibility for professional development through industry research, attending industry, events and conferences, and product training provided by the company.
- Developing a comprehensive knowledge of the company's products and services and how they are deployed in the wider industry.
- Working with other departments and suppliers to ensure compliance and high levels of service are maintained.
- Fully immerse yourself as a team player in this team and the wider Union Street team, and this means helping others when required and you might be asked to help with ad-hoc things from time to time
- To preserve information security, report security breaches, in line with the **Information Security Policy**, and to act in accordance with the requirements of the Information Security Management System

### **What we are looking for**

- First and foremost, you will have a track record of achieving great sales results through delivering amazing account management within either the aBILLity and/or Affinity billing platform industry
- You will have strong interpersonal skills and are a proven influencer, feel mega confident in a conversation, either one-to-one or in a group, with board level/senior execs across all key business functions e.g., finance, sales, and marketing
- You're creative, think outside the box, and can get things done. You can create amazing sales propositions for your specific partners, or put another way, you can pull together killer ideas and deals
- You've nailed it when it comes to communication; we mean things like your ability to 'read a room', hear what's not being said, active listening, your ability to talk to absolutely anyone underpinned by concise and accurate written communication skills
- Basic working knowledge of contracts, terms and conditions and the ability to negotiate standard and non-standard terms and conditions.
- You're self-sufficient, thrive with autonomy and you dislike being micro-managed
- You are comfortable in a fast-paced, high-growth, sales environment. No shrinking violets need apply

### **What's in it for you? Why should you come and work for us?**

Our benefits consist of; Flexible working with options to suit your day and your routine, no dress code (you, do you), days off for special life events, annual leave increments each year, option to purchase additional annual leave, a wellbeing and engagement



team, recognition and team/industry events as well as a whole host of other benefits which can be found on our website [www.unionstreet.co.uk](http://www.unionstreet.co.uk) on our Careers page.

Union Street is an equal opportunities employer, and we positively encourage applications from all eligible candidates regardless of sex, race, disability, age, sexual orientation, gender reassignment, religion or belief, marital status or pregnancy or maternity.

We aim to ensure that all applicants are provided with the same opportunities during the recruitment process, and, to that end, we strive to comply with the duties placed upon us to make reasonable adjustments as prescribed by the Equality Act 2010. Should you have a disability or long-term health condition and require a particular adjustment to be made to allow you to fully participate in the recruitment process, please ensure you let me know.

Successful applicants will be required to provide references and proof of right to work in the UK, unrestricted.