

## Position Information

Role	SMB Account Manager
Reporting To	National Contract Management Director
Job Location	London/Aberford

## Masternaut Overview

We are a market leader in a high-growth, competitive technology industry. We created the field of vehicle telematics 20 years ago, and have maintained a leadership role in industry. Following a period of transformation and repositioning, Masternaut has launched an important growth strategy covering go-to-market, product, and a significant investment in talent.

We deliver an IoT solution which is invaluable to our customers in managing and optimising their fixed and mobile assets. The IoT solution includes high performance SaaS platforms, and a family of embedded devices which are installed in assets and vehicles to provide real-time telemetry data feeds. The solution helps our clients drive significant operational improvements: reducing fuel consumption, increasing vehicle utilisation (which reduces the number of vehicles on the road), and improving the safety and productivity of their staff. In 2016, our clients reduced fuel consumption by 90 million litres and avoided the release of 230 million kg of CO<sub>2</sub> into the atmosphere.

Within the rapidly expanding area of the Internet of Things (IoT), telematics is one of the most mature products with proven commercial application, delivering 3x to 5x ROI for our customers. We are a market leader in this developing industry with huge potential for positive impact on our communities. The adoption of telematics in commercial vehicles is still below 10% globally and growing rapidly.

We are backed by growth equity investors Summit Partners and Fleetcor Technologies.

Masternaut at a glance: 20 years in commercial vehicle telematics, 10,000+ customers, 300+ employees across Europe, €60m revenue.

## Opportunity

The Account Manager will be responsible for strategically managing their portfolio of customers with a fleet size of 1 – 50 vehicles, building and maintaining relationships with clients. As an Account Manager, you will be responsible for protecting the renewal revenue expected in the contract, and for upselling, upgrading & migrating clients to secure loyalty and maintain the highest level of customer retention to support Masternaut's overall growth strategy within the National Sector. In addition, you will have responsibility for qualifying and progressing new business leads through to sales closure.

## Key Responsibilities

- Maintain regular proactive contact at timely intervals to understand your customers current and future business needs
- Detect opportunities within your portfolio to expand Masternaut's penetration by securing renewal or migration of contract and build client commercial relationships
- Understand how customers within your portfolio are utilising Masternaut products to identify

additional needs upsell / upgrade and cross sell opportunities, tailoring a contact strategy to promote the value proposition and ROI the client can benefit from

- Present Masternaut's solutions to key contacts through direct communication in telephone calls, webinars, emails and face to face as required
- Provide feedback to the business on any key customer pinch points or issues relevant to our software
- Negotiate and close profitable renewal / upsell / upgrade / migrate contracts with existing customers in line with Masternaut's pricing policy, that any variations are duly authorised and that the migrations / upgrade are at the right time to protect the business revenue
- Prepare and present proposals and presentations to corporate standards, ensuring these are accurate and are tailored to the specific opportunity
- Responsible for ensuring customer complaints received are resolved or escalated and followed up on to ensure closure
- Actively and successfully manage the sales process; lead generation and qualification; needs analysis, value proposition, proposal negotiating, close and hand over to the Deployment and Finance Team
- Build and manage sales pipeline, ensuring diligent and comprehensive utilisation of Salesforce to record account progress, business pipelines and order progress.
- Ensure all contact records and account plans are maintained and kept current using Salesforce
- Submit weekly & monthly sales forecast and reports as required
- Ensure all productivity and performance KPI's are met and reported on in a timely and accurate manner
- Work in close co-operation with colleagues from other cross functional teams to leverage skills and seek buy in where appropriate to maximise sales success
- Maximise revenue and margin generation achieving monthly, quarterly and annual sales targets
- Present a professional and positive image of the business at all times
- Effective and efficient management of Masternaut CRM tools and systems to ensure high quality account, lead and opportunity data

## Qualifications, Experience & Skills

- University degree, or equivalent experience
- A proven track record of working in a fast-moving commercial sales administration / internal sales ideally within Telematics, software or specific vertical market sales experience (demonstrable track record of success)
- Proven ability to positively qualify requirements, influence and persuade decision-makers
- Ability to demonstrate a good level of interpersonal skills especially questioning and listening skills
- Ability to quickly build rapport with customers, vendors and staff at all levels.
- Able to work on own initiative, delivering high quality at pace and under pressure
- High levels of planning, organization, motivation, creativity and results focus
- Strong written and presentation skills
- Driven by business results, accuracy of work, personal contribution to team
- Ability to demonstrate that the jobholder can work effectively under his or her own initiative and as a responsible, conscientious and reliable team member

## Our Philosophy on Talent

With a Silicon Valley-like focus on building a high-growth, scalable technology business, we are looking for top talent that fits with our ambitious and fast-paced culture. When recruiting, we look for ambition, entrepreneurial spirit, demonstrated discipline in execution, and the potential for growth. In return, we offer a dynamic environment with like-minded team members, positioned in an exciting industry with great opportunities for professional growth.

We are fundamental believers that having the right people is critical to our success: attracting, developing, and retaining talent will always be a core focus at Masternaut.