

Job Description

Account Management Family

Job Code		Job Group	Account Management
Job Title	Regional Account Executive	Department	Commercial
Location		Reporting to	Regional Account Manager
Revision Date		Version	

Job Holder		Date of Joining	
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JOB DESCRIPTION

Summary/ Objective

Account Relationship team goals will be to support change management and ensure that key products are successfully deployed and implemented within the firm. They must be looking to work in an agile data-driven sales environment, and have a strong focus on building relationships, problem solving, and maintaining customer satisfaction.

Essential Functions

1. Working with small to medium Tier firms - building strong relationships with key stakeholders.
2. Developing and managing the implementation of new, additional & premium products to these partners
3. Cross-selling and upselling in order to create more value for both the client and PayTabs
4. Working alongside the Business Development Managers to ensure a seamless buying and implementation process (L1 and L2)
5. Developing trust and credibility with the decision maker, key stakeholders and the wider team
6. Hitting and exceeding KPIs
7. Ensuring the value and credibility of lead quality

Competencies

1. Strong Business knowledge of Financial Services and Technology (both creative and disruptive)
2. Sales and negotiation techniques
3. Cold calling
4. Sales closing
5. Strong interpersonal
6. Project management
7. Detail orientation is a must

Roles and Key KPIs

1. Managing merchants issues, complains
2. Farmer
3. L1, L2 approval, liaising with Operations Department for account activation

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4. Relationship management
5. Maximizing merchants to transact
6. Dormant merchant activation
7. Lead quality and assessment
8. Pre-sales and post-sales support
9. Carbon, Platinum, Silver, Gold Team based on merchants assignments.

Position Type/Expected Hours of Work

These are full-time positions, and regular hours of work and days are Sunday through Thursday, 8:00 a.m. to 5 p.m.; however, this position can regularly require long hours and frequent weekend work.

Travel

Travel is primarily local during the business day, although some out-of-the-area and overnight travel may be expected.

Preferred Education and Experience

1. Go-getter is a must
2. 1-3 years of customer support/Account relation experience
3. Undergraduate degree in IT, Marketing or Business.

Additional Eligibility Qualifications

1.

Other Duties

Please note this job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee for this job. Duties, responsibilities and activities may change at any time with or without notice.

Signatures

This job family description has been approved by all levels of management:

**Employee
(Name)**

**(Line Manager)
(Name)**

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**Head of Human Resources
Elham Mattar**

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