

Job Title:	Telephone Account Manager (TAM)
Location:	Milton Keynes
Objective of Role:	To maximise the retention of existing customer database, proactively contacting and developing relationships with existing customers and identifying opportunities to sell Choice or other Upgrade products.
Key Responsibilities:	<ul style="list-style-type: none"> • Proactively contacting existing customers to establish and build a relationship. • Develop strong relationships with customers to enable you to promote Rightmove products and customer support. • Point of contact to answer customer queries, resolution of problems and provide training to resolve re-occurring issues. • Pro-actively identify training opportunities to support the relationship and deliver over the telephone. • Ensure continuing levels of customer satisfaction by proactively making retention calls and encouraging use of additional products. • Identify opportunities and influence decision makers to purchase additional products. • Generating revenue through the sale of upgrade products. • Identifying sales opportunities for Account Managers which require face to face contact. • Recording information in relevant databases and ensure databases are kept up to date. • Ensure sound up to date excellent knowledge of Rightmove products to deliver excellent customer service and maximise selling opportunities.
Requirements:	<ul style="list-style-type: none"> • Excellent knowledge of Rightmove products and services and be able to demonstrate the ability to deliver this knowledge and product training over the telephone. • Demonstrated experience of managing and dealing with customer expectations in accordance with Rightmove Behaviours to ensure excellent customer service is delivered. • Excellent organisational skills with the ability to deliver personal work objectives whilst taking a pro-active approach to work and demonstrated experience of managing a busy workload. • Ability to manage competing demands arising from internal and external relationships. • Excellent verbal and written communication skills. • Demonstrated experience of working a target environment with a desire to achieve sales targets. • Driven to achieve personal and team objectives whilst demonstrating Rightmove behaviours. • PC literacy – competent in using a PC particularly word, excel and company systems (especially RM+ and Site Admin)