

# Job Description

**Job title:** Internal Account Manager  
**Reports to:** Head of Customer Experience  
**Based at:** Businesswise Solutions, Suite 103-105, Lomeshaye Business Village, Nelson, BB9 7DR  
**Hours:** Mon-Fri 9.00am – 5.00pm  
**Salary:** Dependent on skills and experience and level of training needed. The role has a basic salary plus additional commission paid on successfully hitting targets attributed to arranged meetings in line with company objectives

## About the company

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At Businesswise Solutions, the UK's most talented energy pricing analysts, energy improvement specialists and thought leaders are shaping the future of business energy.

We are looking for ambitious and passionate individuals to join us during an exciting period of growth.

Together, we can help change the way businesses buy and manage energy by delivering exceptional customer experiences through innovation, technology and continuous investment in our people.

If you think you have the skills and characteristics we need, please get in touch.

## About the role

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Predominantly focused on appointment creation for the Business Development Team, the role will require you to make new business appointments across multiple regions and manage the appointment logistics and bookings. You will need to proactively identify the most viable opportunities via outbound email and telephone calls for the Business Development Team, working closely with them to ensure efficiency and accuracy in diary management.

## Responsibilities

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- Work closely with the business development managers to manage their appointments and their diaries accordingly
- Responsible for acquisition of new quality appointments and prospect data to enable positive meeting conversion
- Ensure segmentation of prospect data is maintained, enhanced and continually updated
- Respond effectively to inbound marketing leads to secure them
- Responsible for all documentation and ensuring CRM systems are kept up to date and current
- Act as an ambassador of the company at all times
- Seek every opportunity to actively and positively promote the company's brand and products

## Knowledge, Skills, Experience

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### **Candidate Experience:**

- Proven track record in appointment setting, telemarketing and business development in a B2B environment.
- Skilled, polite and friendly telephone manner. Not afraid of the phone - this role is 90% phone based
- Ability to develop relationships over the telephone, including with high level decision makers such as Senior Managers and Directors
- Driven by targets and the tenacity to succeed believing every call has opportunity and treating the last call of the day with as much importance as the first
- Outstanding communication skills, both written and verbal
- Organised, methodical and self-motivated
- Educated to GCSE level or above including English and Maths or equivalent
- Experience of Microsoft Office (Word, Excel)
- Basic knowledge of CRM systems as a minimum
- Ability to think outside of the box identifying more innovative ways of working that increase effectiveness and builds business
- Experienced in the Energy market would be ideal but not essential.

**To apply for this role please send your CV and covering letter through to [recruitment@businesswisesolutions.co.uk](mailto:recruitment@businesswisesolutions.co.uk)**