

Job Title: Sales Account Manager

Company Overview:

PinpointAI is an innovative artificial intelligence (AI) company that offers document intelligence products and decision-making solutions to businesses in various industries, including finance, healthcare, and retail. Our cutting-edge technology leverages optical character recognition, natural language processing and machine learning algorithms to deliver accurate insights and recommendations that help our clients optimize their business operations and increase their profitability. We are a dynamic and fast-growing company that values creativity, teamwork, and excellence in everything we do.

Job Overview:

We are looking for an Account Manager who is passionate both about Document Intelligence and Consultative Selling. We also want someone who demonstrates deep customer expertise and empathy, who is committed to achieving brilliant experiences for our customers, and who would like to play a pivotal role in cementing our reputation as an organisation that's easy to do business with.

Our team is expanding all the time even though we take a very long time in matching new individuals to the company ethos. We are passionate about what we do, so too must any new recruits. PinpointAI is currently expanding at a rapid rate, could you be the newest member to our team? We are fun and dynamic and believe in constant learning and development. Progression is a typical buzz word within the organisation.

Primary Responsibilities

- Meet and exceed activity and sales targets, whilst ensuring business growth, loyalty and customer satisfaction
- Manage your individual accounts, sales plans, and activities, to ensure we are demonstrating true value and customer advocacy.
- Produce clear sales plans, documented in our CRM (Salesforce), so we have complete transparency and consistency in how we are delivering for our customers.
- Contribute to the financial planning of the team, through the provision of accurate sales forecasts and fulfilment.
- Open up new customer conversations, opportunities and accounts
- Maintain a visible senior presence in team engagement and external stakeholder management.
- Maintain product knowledge and end-to-end fulfilment process.
- Understand the customers' key business drivers and strategic requirements and align our solutions and offerings to provide maximum value to PinpointAI and the client
- Work closely with Pre-sales consultants and practice specialists to grow & develop a strong opportunity funnel for your customer base.
- Promote the PinpointAI 'brand' by exceeding customer expectation and ensuring high levels of customer satisfaction in the sales experience.
- Act as liaison between clients and management for business executions.
- Negotiate business contracts and costs with customers as needed.
- Develop business proposals and make product presentations for clients.
- Assess potential business risks and develop mitigation plans.

- Provide outstanding services and ensure customer satisfaction
- Address customer concerns and queries in a timely and accurate manner
- Lead a virtual team to deliver for your customers

Person Specification

- Ability to present and influence at senior level (internally and externally).
- Ability to identify problems and implement innovative solutions.
- Ability to generate new business from large commercial brands.
- Ability to lead on internal projects, and work collaboratively across the organisation.
- Ability to develop market and competitor insights, in partnership with our internal marketing function.
- Active commitment to personal development.
- Ability to problem-solve, and spot opportunities for upsell and account development through creative selling.
- Ability to work autonomously.
- Proven customer service experience with Tier 1 customers
- Ability to work under pressure, assertive and remaining in control, with a high level of authority and authenticity.
- Strong organisational skills.
- Highly effective planning, coordination, and time management.
- Strong analytical skills to inform account plans and solutions for customers.
- Computer literate – Word, Excel, PowerPoint and CRM systems such as Salesforce

Desired Experience

- A minimum of five years' sales experience in technology, AI or Doc Intel is a bonus
- Track record of major deals and managing major accounts
- Consultative Selling experience
- Experience generating new business.
- Experience of managing key existing accounts and renewal responsibility.
- Knowledge of marketing practices (direct marketing, data sales, and press advertising).
- Knowledge of Document Intelligence fundamentals

If you are a passionate communicator who is excited about the potential of AI to transform business operations and drive innovation, we would love to hear from you. At PinpointAI, you will have the opportunity to work with a dynamic team of professionals, leverage the latest technologies, and contribute to the growth and success of a fast-growing company.