



Account Manager Job Description

Job Title: Account Manager

Work Location: Portslade, East Sussex.

Hours: Full time, Monday to Friday 9am to 5pm.

Remuneration: Basic salary + commission. A potential £61,000 if you are on target.

Company Description

WorkingAwayFromHome.com is a leading provider of serviced accommodation. We link businesses and their staff to serviced apartments and houses worldwide. We produce a quality and efficient service to provide solutions for client's accommodation needs.

If you are looking for a position where you can learn and develop your skills, where hard work will be rewarded and some fun along the way then please read on. If you are simply looking for a means to get paid at the end of each month, please do not apply.

WorkingAwayFromHome.com encourages our employees to maximise their potential. We are looking for hungry, passionate individuals willing to learn and develop their skills and experience. You will be given the opportunity to gain the necessary experience and skills via our internal and external training. Due to our growth plans in 2022 and 2023 there will be potential for promotion into management roles. Those who consistently deliver, exceed targets will be rewarded financially via our generous commission scheme.

Person Profile / Characteristics Required for this Role

- Someone who cares about the quality of work they are producing. This will translate into finding the best accommodation solutions for our clients. This person will not settle for just the first option they find and accept that this is the only option.
- This person will have excellent communication skills and be able to clearly communicate to clients about the type of accommodation available and give a broader analysis of the local area via research they have undertaken. Experience of report writing could be beneficial.
- Account management experience or skills where you have kept multiple parties updated about the progress of a project or task.
- Being proficient in Microsoft Office and Google searching would help this individual be efficient in their role.
- Able to work multiple projects at one time and have effective time management skills. Able to work under pressure to provide quick solutions for client accommodation requirements whilst maintaining quality in your level of work.
- You will be self-motivated and have excellent communication skills to work with cross-functional teams to deliver successful outcomes. You will thrive on complex client requirements and be personally motivated to provide the best solution to challenging problems.



Job Description

We are seeking an Account Manager with high energy levels, determination and a can-do positive attitude. The successful candidate will join our sales department and report directly to the Director of Operations.

As an Account Manager you will:

- Source and select serviced apartments in multiple countries worldwide to help build WorkingAwayFromHome.com's database of properties.
- Undertake in depth research for multiple locations worldwide to understand the local infrastructure and accommodation options available for clients. Present this information to clients for discussion about the best solution available.
- Network with property owners, property investors, letting agents, serviced apartment operators to build rapport and excellent working relationships.
- Identify serviced apartments and match them against clearly defined client accommodation requirements. Present accommodation solutions in the form of apartments, houses and other types of accommodation to clients.
- Work closely with the Business Development team to ensure that all accommodation requirements are clearly understood. The successful candidate will be involved from the early stages of the WorkingAwayFromHome.com business cycle from receiving the accommodation requirement through to concluding the deal.
- Negotiate contracts and rates with serviced apartment owners.
- Deal with general enquiries relating to contracts, payments, logistics, complaints, etc.
- The successful candidate will be liaising with a diverse customer base and gathering as much information as possible to ensure maximum revenue.
- The role will be largely office based. If the successful candidate demonstrates potential, they will have the opportunity to travel internationally.

Job Requirements

Essential Skills

- Excellent communication skills (oral and written)
- Be able to gain people's confidence, develop rapport and develop relationships.
- Be persuasive, persistent and patient.
- Be able to cope with pressure
- Be flexible and adaptable
- Have a mature personality
- Have excellent organisational and administrative skills
- Have the ability to prioritise
- Have good IT skills (Excel, MS Office)
- Be able to work to deadlines.

Desirable Skills

- French language skills would be beneficial.
- Knowledge or experience of using CRM



How do I apply

Application Process: applicants, please send a copy of your CV accompanied by a short summary of why you are interested in the Account Manager position. Additionally, why you think you are the best candidate for the role.

Please submit your details to: Paul.glover@workingawayfromhome.com

Closing Date: Monday, September 12th 2022.

Face to Face Interview Dates: Week commencing September 19th 2022.

Interview Location: Portslade, East Sussex.