



Sales & Accounts Manager - CT

What we do:

Innervation is a PAN African Payments Service Provider enabling relevant products, value added services, and reconciliation, leveraging a strong omnichannel platform capability with strong integration skills.

Our Vision:







To be the preferred provider and enabler of innovative payment and value added services to retail, financial services providers and mobile network operators in Africa, primarily by utilising our own enablement IP for transaction acquisition and omnichannel integration, that adds value to our customers and their consumers alike.

Our Focus:

We are focused on the following Payment and Value Added Services across all channels:

- Payments
 - Card transaction switching (integrated / standalone (MPOS and terminal))
 - Alternative payments
 - Compliance based payment solutions
- Gift Card & Loyalty
- Airtime
- Recon and Settlement
- Card and Account Management

What we believe in:

-  Teamwork
-  Integrity
-  Learning
-  Accountability
-  Innovation
-  Fun



Job Description

To actively sell Innervation products and services and to generate revenue in line with prescribed sales targets. To ensure that key account revenue is retained by implementing effective client management strategies. To find new clients and bring in new business as well as managing existing clients and increasing revenue of existing services (i.e. up-selling).

Duties

Duties will include, but not be limited to

- Focus sales efforts to optimise performance for key revenue generating Innervation products and services.
- Create / generate revenue through acquisition of new sales/clients.
- Grow and maintain existing client revenue through the maintenance of strong relationships with said clients.
- Ensure that existing clients are regularly updated on new service offerings and up-sell these additional services and upgrades to grow existing revenue.
- Travel to different regions in SA in line with business and client requirements to optimise revenue growth.
- Leverage client cross sell and upsell opportunities.
- Make weekly cold calls.
- Sales management and executive involvement in opportunities and bid review of proposals as per defined sales process
- Remain aware of key competitors and conduct basic comparative analyses of the strengths and weaknesses of competitive offerings to identify market opportunities and gaps.
- Understanding of market to position and optimise selling and to be able change tactics in line with market and consumer needs.
- Understand clients, channels, service providers and competitors and provide vertical solutions e.g. put together effective solutions for clients based on this understanding.
- Ensure implementation of brand management strategies – using approved brochures, proposals and all relevant sales collateral – to create brand appeal and to be Innervation's ambassador.



- Represent Innervation at various conferences; man-the-stand, present and be a brand ambassador at relevant Innervation exhibitions and conferences as required and ensure that relevant marketing material is available and used/disseminated as required.
- Strategically position the Innervation business and value proposition to new and existing clients and channel partners. Must be able to articulate executive summary to clients to convey as much.
- Provide customer and market information to the product/marketing teams.
- Maintain market, technology and customer knowledge.
- Keep abreast of the Innervation product and services offerings in order to achieve business sales target objectives.
- Understand the features, benefits and critical differentiators of Innervation's offerings in comparison to competitor offerings.
- Use this knowledge to position the product/service in the industry.
- Adhere to call cycle sheet and ensure regular interactions with clients to guarantee up-to-date understanding of client wants, needs, perceptions and buying behaviours.
- Account for interactions with clients and capture the outcome and notes thereof on the call cycle sheet for Key clients.
- Implement client feedback systems via Synergy to establish and evaluate client satisfaction levels/demands and concerns, including product development opportunities for Innervation. Use the journal fields in Synergy and be as detailed as possible.
- Keep track of client preferences and interests, etc. for strategic advantage whilst maintaining awareness of client ethics policies.
- Respond and contribute to client RFPs where opportunities are provided to innervation.
- Ensure that quotes/proposals are provided to clients timeously (all new clients receive proposals; existing clients can receive quotes).
- Ensure that clients are contracted before services are implemented.
- Ensure that clients are re-contracted where additional services are being implemented.
- Ensure that clients are re-contracted when services are being implemented within 6 months of contract expiry.
- Ensure that client (internal and external) emails and phone calls are returned timeously.
- Assume accountability for the profitability of allocated accounts
- Provide input to the sales strategy.
- Provide input to the sales plans.
- Plans include the following:
- Implement the methodology of face time sells.



- Key client revenue growth
- Have a view on how many lanes and products need to be sold to meet target requirements.
- Ensure that prospecting and pipeline ties in with known closing rate.
- View of per product-based revenue
- Per client based forecasted revenue
- View of new revenue from existing clients (new or existing services) and new revenue from new clients
- Develop and maintain account plans for allocated accounts
- Execute account plans in conjunction with Product and Operations management
- Schedule client meetings/interactions.
- Prospecting – report on prospective clients and services, including the value of the quote.
- Ensure, through regular, planned client meetings, prospecting and engagements, that sales targets and objectives are achieved
- Plan and confirm weekly meetings with existing clients and new leads.
- Ensure that all sales opportunities are recorded and leveraged.
- Plan sufficient interactions/engagements to close deals.
- Block time in diary to plan for dedicated prospecting to ensure that required client meeting quota is met (meetings for following week are to be confirmed and planned for in the previous week).
- Research potential leads and ensure leads are qualified and client business meetings are justifiable. Assist in defining the annual sales plan and client engagement strategy, detailing revenue to be generated from existing clients (Cross Sell/Upsell) and from new clients, and number of product units that need to be sold. This aligns with annual target expectations.
- Actively seek to develop loyal client relationships.
- Networking - tap into, maintain and leverage external relationships to generate sales opportunities and revenue, including clients, channels, banks, service providers, etc.
- Make courtesy phone calls daily to maintain key relationships.
- Oversee the coordination of projects and leverage internal stakeholder relationships to meet the requirements of the projects and roll-outs



Key skills and experience:

Retail and payments industry

PCI regulations

Accounting

Network and network security i.e. IT sales background

MS Office High sales focus and customer orientation

Effective networking skills.

Excellent selling skills

Excellent communication skills both verbal and written

Experience in using a CRM tool for managing customers

Intermediate knowledge using Outlook, Word, Excel, PowerPoint

Intermediate knowledge of internet usage

FICA training/experience advantageous

Basic understanding of business finance

Industry knowledge – specific to retail or banking (acquiring) industry

A minimum 3 year's sales, service or related industry experience

High integrity

Independent, driven and disciplined

Street smart and commercial

Not afraid of challenges, objections and rejection

Confident and persuasive but not arrogant

Results and solutions focused

High ownership and accountability

Professional

Willing to work a flexible schedule and overtime, if required

A valid driver's license and own reliable transport



innervation

PAN African payment solutions

innovate - integrate - inspire

The Package

A market related basic salary with commission benefits.

Contact

Suitably qualified applicants are requested to submit a detailed CV by email to humancapital@innervation.co.za. Kindly note that only short listed candidates, who meet the position requirements, will be invited to participate in an interview.