Client Development Executive – Broking

Role Purpose

This is an exciting opportunity for a driven individual looking to join our Online Broking team. The role will focus on nurturing existing relationships with our clients and developing long term partnerships and repeat business opportunities, alongside maximizing revenue from existing deals.

Key Responsibilities

o   Maintain regular contact with operators and build excellent relationships, to ensure all expansion & renewal revenue is accounted for and invoiced from past deals along with lost/lapsed leads.
o   Identify opportunities where Instant can help clients with further requirements, and convert these requirements into warm leads for the Broking team and Senior AM
o   Track, monitor and report on the successes of repeat business
o   Achieve all KPIs and Conversions set, building a strong pipeline of opportunities
o   Refer potential clients to various departments of the business where we see further opportunities
o   Proactively retain existing clients who have used our serviced, and sell the benefits of why they should continue to work with Instant

Background and experience

o   To be considered for this role you will need a passion for building relationships in a B2B environment and a track record of achieving targets
o   Proven experience in client retention and developing a customer base
o   Experience working in a sales environment and to KPIs and sales targets or equivalent
o   Excellent foundation of experience working in a telesales team and delivering and exceeding KPIs

Key skills and competencies

o   Strong individual with a passion for selling, along with excellent customer service skills
o   Good organisation and multi-tasking skills
o   Self-motivated and driven with a positive attitude
o   Business focused and commercially minded
o   Strong at working both independently and within a team
o   Excellent negotiation skills and ability to close business
o   Analytical and ability to review performance and success
o   Well-presented and confident to communicate with both clients and operators - an Ambassador for Instant