

# EMEA Account Manager

## ROLE PURPOSE

Instant are looking for an EMEA Account Manager to join our Broking team in our London HQ. This role will suit a trilingual speaker (German/Polish and English) who is a driven and tenacious individual that possesses a desire to exceed and thrives in a telesales environment. You will be accountable for ensuring you achieve personal sales targets on a monthly basis and need to be a strong team player and self-starter.

We are looking for someone with an entrepreneurial flair who enjoys working in a fast paced yet rewarding environment and is motivated by excellent customer service.

## KEY RESPONSIBILITIES

- Proactively following up all assigned serviced office opportunities for requirements resulting from incoming internet and telephone enquiries for Europe, Middle East and Africa.
- Responsible for hitting daily activity KPIs, including call and viewing targets.
- Creation of reports and qualification of prospects to set up viewings for prospects and sell serviced offices and the concept to them
- Responsibility for particular geographic areas and becoming an 'expert' in these areas and feeding back to the team on these markets
- Drive key operator relationships through enhanced relationships
- Build commercially driven relationships with operators and building out on key whitelabel partnerships
- Proactively following up all assigned serviced office opportunities for requirements resulting from incoming internet and telephone enquiries in EMEA
- Develop business in line with company objectives and monthly targets
- Planning time effectively to prioritise development of target sales
- Build a strong and accurate sales pipeline
- Be accountable for weekly and monthly forecasting

## BACKGROUND AND EXPERIENCE

- Be fluent in English, German and (Polish) - business level.
- Being fluent in other European languages would be advantageous but not essential
- We are looking for someone who has a proven track record of strong individual sales with passion for excellent customer service – We will also consider Junior profiles
- Good experience of working in a telesales environment team and delivering and exceeding KPIs
- Experience in managing and delivering KPIs in line with company objectives
- Experience in the recruitment or property sectors would be advantageous but not essential

## KEY SKILLS AND COMPETENCIES

This role involves having the following key skills and competencies, namely:

- Trilingual speaker on a business level
- Strong individual with passion for selling and closing business along with excellent customer service skills
- Self-motivated and driven with a positive attitude
- Ability to work in a client facing role in meeting Whitelabel, operator partners or clients
- Business focused and a forward thinker
- Strong at working and performing within a Team
- Excellent negotiation skills and ability to close business
- Ability to work independently and use own initiative to get the job done and achieve the best results
- Ability to work within a competitive environment whilst supporting colleagues and offering advice and help

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**Job Description**  
[Job Title Here]

## **MEASURES OF SUCCESS AND KEY STAKEHOLDERS**

You will be accountable for achieving set monthly KPIs and targets outlined below:

Monthly deal target  
Monthly net target  
Monthly viewing targets

### **Key stakeholders**

#### **Internal**

- EMEA Head of Sales
- Operator Relationship Manager
- Broking team (online and Corporate)
- Operator Relationship Team

#### **External**

- Partners
- Operators
- 3<sup>rd</sup> parties

# Working at Instant

## About The Instant Group

Founded in 1999, The Instant Group is a workspace innovation company that rethinks workspace on behalf of its clients injecting flexibility, reducing cost and driving enterprise performance. Instant places more than 7,000 companies a year in flexible workspace such as serviced, managed or co-working offices including Sky, Network Rail, Capita, Serco, Teleperformance, Worldpay, and TMF making it the market leader in flexible workspace.

Its listings' platform [Instant Offices](#) hosts more than 12,000 flexible workspace centres across the world and is the only site of its kind to represent the global market, providing a service to FTSE 100, Fortune 500, and SME clients. With offices in London, Newcastle, Berlin, Haifa, Dallas, New York, Miami, San Francisco, Hong Kong, Sydney, Singapore, and Kuala Lumpur, The Instant Group employs 230 experts and has clients in more than 150 countries. It has recently been included in the 2018 Sunday Times' HSBC International Track 200.

## A business is only as good as its people

It's not all noses to the grind-stone though; Instant is a fun and dynamic place to work, where colleagues support one another and where the next social event is always just round the corner. We have been rated as one of the best small companies to work for and as one of the top companies with the fastest-growing international sales by the Sunday Times and are committed to continuing to make Instant a great place to build a career.

Instant is a values-driven organisation. We adopt and live by our values:

- We are passionately client focussed 24/7, 365
- We operate with integrity and a sense of fun
- We build long term client relationships based on trust
- We question convention with the desire to improve performance
- We collaborate in teams to create solutions that solve client problems
- We strive for excellence in all that we deliver
- We attract and develop the most talented people

We are a fast growing business with an exciting and vibrant atmosphere, where staff are encouraged to think for themselves and are rewarded for contributing to our success.

To support our ambitious growth plans, we want to attract and develop the best people – resourceful, committed individuals with relevant experience and a client-centric mindset.

## The details

We pay market salaries and the right person will be offered a package according to their experience.

You will work 9am to 6pm Monday to Thursday and 9am to 4pm on Fridays.

## For more information please contact Alice Mitchell:

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