

# Account Manager – Mandarin/Cantonese speaker

## ROLE PURPOSE

The Instant Group is looking for a Cantonese/Mandarin speaking Account Manager to join our online sales teams in our Sydney offices. This role will suit driven, tenacious individuals that possess a desire to exceed and thrives in a telesales environment. You will be accountable for ensuring you achieve personal sales targets monthly and need to be a strong team player and self-starter.

We're looking for people with an entrepreneurial flair who enjoy working in a fast paced yet rewarding environment and is motivated to complete sales and by excellent customer service.

## KEY RESPONSIBILITIES

- Proactively following up all assigned serviced office opportunities for requirements resulting from incoming internet and telephone enquiries.
- 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 geographic areas and becoming an 'expert' in these areas and feeding back to the team on these markets
- Develop relationships with the operators and keeping in touch to ensure updated deal reporting in place
- Develop business in line with company objectives and monthly targets
- Planning time effectively to prioritize development of target sales
- Build a strong and accurate sales pipeline
- Be accountable for weekly and monthly forecasting

## BACKGROUND AND EXPERIENCE

- Bilingual English speaker with Mandarin/Cantonese
- We are looking for someone who has a proven track record of strong individual sales with passion for excellent customer service
- Have some experience working in a telesales team and delivering and exceeding KPIs
- Experience in managing and delivering KPIs in line with company objectives

## KEY SKILLS AND COMPETENCIES

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

- Thrives in a fast paced, competitive atmosphere
- Strong individual with passion for selling and customer service
- Proven sales background and evidence of business to business selling
- Self-motivated and driven
- Business focused
- Questioning and challenging of what has come before
- A can-do mentality
- Individual who can 'think' and 'do' – and isn't precious about getting his/her hands dirty
- Team player who is able to work on own initiative
- Ability to work at all levels/communicate at all levels
- Excellent negotiation skills and presentation skills

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**Job Description**  
[Job Title Here]

**MEASURES OF SUCCESS AND KEY STAKEHOLDERS**

- Monthly deal target
- Monthly net target
- Monthly viewing targets

# 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:

alice.mitchell@theinstantgroup.com  
+44 20 7298 0616  
www.theinstantgroup.com  
www.instantoffices.com