

Senior Account Manager – Broking

ROLE PURPOSE

The Instant Group is looking for a Senior Account Manager to join our online sales team in Berlin, focusing solely on the German market. This role will suit driven, tenacious individuals that possess a desire to exceed and thrives in a sales 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. The role focuses on transacting serviced office deals in the EMEA markets, with a focus on DACH regions - out of Instants Berlin office.

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.
- Work closely with the German Business Development division to identify and grow corporate accounts
- Client Development - Getting referrals from pre-existing clients.
- 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 key commercial relationships with the operators over the phone and face to face.
- Keeping in touch with operators throughout the deal cycle to successfully broker deals
- Meeting businesses face-to-face to build long standing client relationships in accompanying tours
- 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

- 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
- Team / Line Management experience

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

Working at Instant – Berlin

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 11,000 companies a year in flexible workspace such as serviced, coworking or managed offices including Amazon, Barclays, Prudential, Booking.com, Shell, Capita, Serco, Teleperformance and Worldpay making it the market leader in flexible workspace.

Its listings' platform www.instantoffices.com hosts more than 15,000 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.

In 2019 Instant acquired Incendium Consulting Ltd, an independent corporate real estate consultancy that provides large real estate services procurement, consulting, talent and change management programmes to blue-chip clients. Together, Instant and Incendium give clients access to independent market-leading consultancy, world class data and delivery options that transform their approach to workplace in what is a truly distinct offer in the market.

With offices in London, Newcastle, Berlin, Budapest, Haifa, Istanbul, Paris, Dallas, New York, San Francisco, Hong Kong, Kuala Lumpur, Singapore and Sydney, Instant employs 300 experts and has clients in more than 150 countries. Instant is ranked #28 in the 2019 Sunday Times HSBC International Track 200.

A business is only as good as its people

It's not all noses to the grindstone 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 be based in our Berlin office which is located in the central district Mitte, with easy access by U- and S-Bahn trains. Französische Str. station is just outside the building, and the well-connected hub Friedrichstr. just a short walk away. Mitte boasts a huge range of restaurants, cafes and local amenities. Gendarmenmarkt is located down the road and can be utilized for sunny lunch breaks. Being a player in the flex office world, we are naturally using Serviced Offices ourselves. Tea & Coffee plus soft drinks are included in our package. Safe bicycle parking is available in the garage.

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

For more information please contact Mark Maxwell:

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