



## Key Account Manager, holding Sales & Inside Sales responsibilities

<b>Department:</b>	Marlink Maritime Sales Japan
<b>Location:</b>	Tokyo
<b>Date:</b>	ASAP
<b>General</b>	<p>Marlink is strengthening its sales force to enlarge the share of its VSAT services in Japan.</p> <ul style="list-style-type: none"> <li>• All Japan area is main target</li> <li>• Start working as a Key Account Manager, handling both Sales &amp; Inside Sales tasks</li> <li>• Reporting into the Sales Director Japan</li> </ul>
<b>Main goals</b>	<p>Reach own sales target acting as Sales of Maritime Solution Provider</p> <ul style="list-style-type: none"> <li>• Increase Top line with new VSAT solution orders from existing and new customers cross over segment.</li> <li>• Increase Bottom line keeping high profit for existing customers.</li> <li>• Increase Up-sell from existing customers.</li> <li>• Increase Cross-sell such as Digital Solution products from existing.</li> </ul> <p>Support sales activity as an Inside Sales of Maritime Solution Provider</p>
<b>Responsibilities and Authorization</b>	<ul style="list-style-type: none"> <li>• Responsibility and authorization are in accordance with the processes relevant to this position.</li> <li>• Responsibilities and authorization at operational level are defined in the processes.</li> <li>• Responsibility as Key Account Manager for both Direct and In-Direct sales</li> </ul>



<p><b>Main tasks</b></p>	<p>To reach the above “Main goals”, the following task are necessary:</p> <ul style="list-style-type: none"> <li>• Conduct sales role throughout the project: Hearing, Discuss requirement definition, Compose quotation, Draft the contract, Close the contract, Follow-up to assure project goes smoothly.</li> <li>• Bring new/known customers and new deals proactively.</li> <li>• Develop new customers and maintain existing customers to their satisfaction.</li> <li>• Quantitative approach.</li> <li>• Hypothesis verifying approach.</li> <li>• Set priorities for multiple projects with multitask execution.</li> <li>• Solution consulting showing right direction for customers.</li> <li>• Generate sales leads, follow up and drive opportunities to closure.</li> <li>• Sell from a consultancy position to customers.</li> <li>• Be the satellite communications specialist to customers/potential customers and discuss their evolving needs and deliver a compelling and attractive proposition to (potential) customers.</li> <li>• Build and maintain high quality relationships with customers at multiple levels.</li> <li>• Ensure (administrative) compliance with our company’s policies, procedures and use the appropriate tools for such (a.o. maintain up to date CRM database, follow order intake procedures etc.)</li> <li>• Learn in depth how our solutions work in order to demonstrate for customers.</li> <li>• Take full responsibility for managing all aspects of the relationship with the accounts under your responsibility.</li> <li>• Business travel by any transportation if necessary</li> <li>• Inside Sales tasks, including Sales admin work</li> </ul>
<p><b>Main knowledge</b></p>	<ul style="list-style-type: none"> <li>• Sales experience in a technical / ICT environment, any experience with satellite communications and/or maritime industries are plus.</li> <li>• Knowledge and understanding of IP networking and cyber security.</li> <li>• Excellent written and verbal Japanese and English language skills</li> </ul>
<p><b>Main attitude competences</b></p>	<ul style="list-style-type: none"> <li>• Positive, Aggressive, Creative, Entrepreneurial mind set, Flexible &amp; voluntary mind set while remaining tough when &amp; if needed.</li> <li>• Respect teamwork with efficient manner</li> <li>• Ability to foster relationships with prospects/customers at every level in an organization.</li> <li>• Ability to translate technical issues to customers who are not technically knowledgeable.</li> <li>• Pragmatic and logical thinking approach.</li> <li>• Improve proficient sales communication skills all time.</li> </ul>