



Job Title: Sales Account Manager

Who we are and what we offer you

At Enable we fundamentally understand that business should always drive technology and not technology drive business. Our goal is to therefore design, create and implement agile software solutions to solve business challenges to enhance the user' day to day activities to the benefit of the business.

Our team has a history of providing solutions for professional services organisations, we understand the challenges that practice and administration groups within these organisations face and our knowledge of other applications in use within law firms is vast.

We have an excellent client retention rate for our solutions with our clients including Global law firms in the UK, Ireland, Mainland Europe, US, Canada, and Australia. These include a Magic Circle and many other large and niche UK and US firms

Enable are the software division of Pinnacle who are a trusted guide and expert partner of the world's leading law firms. Pinnacle help our clients get the most from their critical business applications and the data these applications hold. Pinnacle also have long-standing partnerships with both Thomson Reuters, Elite and Intapp. Enable work alongside them to develop products that give our clients the maximum value, opportunity, and advantage.

Your role

1. The Sales Account Manager role will home based reporting to the Head of Sales & Marketing. We are looking for a results – driven sales Account Manager to actively seek out and engage customer prospects. Our existing client base is made of some of the largest law firms in the world and we are looking to expand the use of our leading product into other law and professional services firms. You will contribute to building profitable, long-term relationships with our clients to reach our business objectives.

The role involves:

- ▲ Excellently demonstrate and promote products and services using solid arguments to existing and prospective customers.
- ▲ Perform cost-benefit and needs analysis of existing and potential customers to meet their needs.
- ▲ Establish, develop, and maintain positive business and customer relationships.
- ▲ Reach out to customer leads through both warm and cold calling.
- ▲ Expedite the resolution of customer problems and complaints to maximise satisfaction.
- ▲ Achieve agreed upon sales targets and outcomes within schedule.
- ▲ Coordinate sales effort with team members and other departments.



- ▲ Analyse the territory/market's potential, track sales and status reports.
- ▲ Supply management with reports on customer needs, problems, interests, competitive activities, and potential for new products and services.
- ▲ Keep abreast of best practices and promotional trends.
- ▲ Continuously improve through feedback.

Occasional travel will be required. This will be within the UK up to three to four times a month. Most communication is via email and video/telephone conferencing.

Great organisation and communication skills are required together with the ability to communicate with clients at all levels in a professional manner, able to explain complex requirements in a clear and concise manner to both technical and non- technical audiences. You must be able work with little supervision and be responsive and adaptive to change in response to changing internal and client priorities.

Is this you?

Rather than a definite Enable 'type', we are looking for someone who is a winning blend of various talents. So, we're never overly prescriptive in what we ask for.

While it would be great if you have already worked in the legal or software or professional service industries, we're really looking for a good mix of excellent software demonstrable skills, great communication aptitude and attitude skills. For this role, that means problem ownership and solving skills and a logical approach to the challenges together with determination and an eagerness to learn.

Any of the following would also be an advantage:

- Experience in selling into a professional services marketing.
- Degree level education or equivalent.

Our essential criteria

To be successful in your application you need to:

- Have a minimum two years successful experience.
- Proven work experience as a Junior Account Manager or relevant sales role.
- Excellent knowledge of MS Office.
- Familiarity with CRM practices along with ability to build productive business professional relationships.
- Highly motivated and communication target driven with a growing proven track record in sales.
- Excellent selling, communication, and negotiation skills.



The next steps

Please email your CV to helen.mcconnon@pinnacle-oa.com with a note of introduction that will persuade us to invite you in for a chat.

We look forward to hearing from you.