

Account Executive

This interview guide is intended to be used in conjunction with the Vervoe skills assessment. Where a candidate has scored Low - Medium on a skill, focus on asking more questions from that skill to gain deeper insight into their level of competency.

Assessment Score	HIGH MEDIUM LOW
Assessment Skills	Account Executive, Negotiation, Relationship Management, Strategic

Competency/Skill	Candidate with this will display
Account Executive	<ul style="list-style-type: none"> Strong emotional intelligence and interpersonal skills that enables them to interact and build relationships with a variety of people and businesses Resilient and goal-oriented to handle rejection while building businesses Understands and implements value-based selling
Questions	
	Describe previous results you have had through value based selling.
	How do you seek feedback? What actions have you taken from feedback given to you?
	Describe your approach to setting goals with targets or in your career.
Comments	

Competency/Skill	Candidate with this will display
Negotiation	<ul style="list-style-type: none"> Confident in negotiating prices, sales and products to ensure both parties win Doesn't shy away from tough conversations with customers or prospects Uses additional offerings, services or products for leverage and increasing sales
Questions	
	Describe the toughest negotiation you have won. How did you do this?
	What tactics do you use in your negotiations?
	Describe a time where you have had a tough conversation with a customer.
Comments	

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Competency/Skill	Candidate with this will display
Relationship management	<ul style="list-style-type: none"> • Builds, develops and fosters positive relationships with businesses and multiple stakeholders within an organisation • Provides added value to key stakeholders, outside product/service offering including market knowledge, networking etc. • Prioritises building effective relationships and understanding what customers or prospects pain points are
Questions	
	Describe the most positive business relationship you have built in a previous role. How did you do this and why was it so positive?
	What value do you get from building positive customer relationships, even when it doesn't equate to sales?
	Describe a time where you have felt you could have done more to build a relationship with a customer/client.
Comments	

Competency/Skill	Candidate with this will display
Strategic	<ul style="list-style-type: none"> • Ensures they have multiple key contacts within an organisation & understands the importance of this • Strategic about how they approach customers or prospects and aligning this with the organisation's unique selling criteria • Strategically thinks about how to expand customer's accounts and executes this effectively
Questions	
	How do you expand customers' accounts? Please provide examples of where you have been successful in doing this.
	Describe your approach to targeting and approaching new customers/
	How do you ensure you have multiple contacts within the same organisation. Why do you think this might be important?
Comments	