

Account Manager

Team:	Sales
Reports to:	Chief Revenue Officer
Contract Type:	Permanent, Full Time
Location:	Friars Bridge Court, 41-45 Blackfriars Road, London, SE1 8NZ

About Reevoo

At Reevoo we believe that a transparent relationship between brands and consumers is better for both. Over 200 brands agree with us and use our Ratings & Reviews, Social and Customer Intelligence products to engage with, listen to and learn from their customers.

We also believe we can help everyday people make better decisions about what to buy by connecting them with likeminded people. That's why we're always innovating – creating new tools for customers to express their opinions and constantly improving the ones we have.

We don't settle for average. We want to make cool stuff that serves a good purpose. If you work with us you will too.

Role Description

This is great opportunity to join our enterprise account management team. The primary purpose of this role is to create, nurture and pursue business relationships within existing Enterprise customers ensuring the closure of business deals to meet revenue targets thus directly contributing to the long-term growth and stability of the Reevoo business in this sector.

The Account Manager will be primarily responsible for stabilising the existing revenue and ensuring we deliver on our SLAs. In addition the Account Manager will be expected to develop relationships, creating new opportunities and drive new sales within the customer base.

The Account Manager will work closely with our Sales, Solution Delivery, Pre-Sales, Support, New business Sales, Marketing and Professional Services teams to achieve the company's objectives and goals for each account.

It is expected that the individual will provide customers with a range of dynamic SaaS solutions, which will deliver high-impact business value through an Extraordinary Customer Experience.



Responsibilities

- Creating and developing strong and sustainable relationships with relevant influencers at all levels within the customers' organisations to achieve Revenue growth.
 - "Owning" the Reevoos customer relationship and taking accountability for the execution of the Reevoos value proposition to the customer.
 - Building and maintaining relationships with key decision makers internally and externally and share developments and market insights with all stakeholders.
 - Ensuring full visibility and utilisation of the sales toolkits within the customers' business (ROI tools, battle cards, product roadmaps, white papers, referral sites etc.)
 - Forecasting and reporting effectively and accurately all pipeline, territory plans and win/loss analysis to the Head of Sales and wider stakeholders
- Ensure the achievement of quarterly Renewal and upsell targets.
- Maintaining and enhancing product knowledge in order to be recognised as an expert and an ambassador for the Reevoos brand.
 - Communicating effectively with key stakeholders in order that both internal and external relationships are managed to the highest standard of professionalism

Skills & Experience

Must have:

- Proven track record in account Management
- Proven experience of Enterprise SaaS Account Management of Sales
- Excellent verbal and written communication skills.
- Full clean driving licence.
- Experience of Salesforce or other high end CRM system
- Must be fluent in English
- A second or third language would be an advantage

Reevoos is an Equal Opportunities Employer.

Please note: we can only consider applicants with the current legal right to work in the UK.