



ACCOUNT MANAGER

DESCRIPTION

Akerolabs is a white label SaaS for agencies and their clients. Akerolabs is packed with features that deliver the three Rs (ROI, Revenues and Retention) - think Hubspot, Sharpspring, Pardot, only better, faster and cheaper.

From humble beginnings in 2010 it's been a pretty awesome ride ever since! Thanks to our customer led road map the platform has massively evolved in to today's advanced data-driven, marketing automation software solution for agencies.

Based in our Leeds office and working alongside our Agency Development Manager we have an exciting opportunity for an Account Manager to take us to the next level.

WHAT IS THE ROLE?

The role of the Account Manager is to develop lasting relationships with our agency clients and to be the main point of contact for Akerolabs users.

WHAT WILL YOU BE RESPONSIBLE FOR?

- You will be responsible for identifying and quantifying the key factors for customer success and then communicating them effectively to drive product sales.
- We are looking for someone who will work closely with our agency clients and become an extension of their team; to ensure they are utilising every aspect of the software in order to drive business for their agency.
- Risk management and customer retention of a managed account base. Manage contract renewals.
- You will be the main point of contact Akerolabs users and will be the conduit between clients and the technology team. You will contribute to the growth and development of Akerolabs by identifying opportunities for additional services amongst existing Akerolabs users via surveys, meetings and focus groups and feeding these back to the technology team.
- Provide training and support for clients to ensure effective use of the system to achieve the client's objects and overall success.
- Deliver content for customer-centric events such as webinars and workshops.



ACCOUNT MANAGER

REQUIREMENTS

WE ARE LOOKING FOR SOMEONE WHO HAS:

- Passion and commitment for account management.
- Proven consultative sales solution skills.
- Ability to maintain a high level of productivity, manage multiple competing priorities, and work effectively under the pressure of time constraints in a fast-paced, complex, collaborative, and team-oriented environment.
- Experience working with SaaS products ideally in marketing technology.
- Excellent understanding of digital marketing concepts and best practices.
- Strong written/verbal communication skills.
- Agency background is desirable but not essential
- A genuine passion for technology and software development, with an interest in emerging web technologies!

BENEFITS

AND WHAT'S IN IT FOR YOU?

As well as a unique working and reward environment. We also treat our staff to; 25 days' holiday, cycle to work scheme, flexi-time, pension scheme, gym or travel subsidy, childcare vouchers, birthdays off and fresh fruit and fantastic local cakes! At Akerolabs we take care of your career. Personal development is at our core and everyone has a tailored progression path designed to suit them.

Akerolabs is committed to nurturing diversity throughout we are recognised as a Stonewall Diversity Champion.

DETAILS

ATTENDANCE: Full time

SALARY: Negotiable

HOW TO APPLY:

Please complete the form and attach your CV and covering letter for the attention of Oli Mountain.