



Account Manager

The Role

Based in NYC but currently working remotely.

This is not your normal Account Manager role, it is so much more than that. Yes, you will be managing a portfolio of clients, and yes, we need people with strong experience of identifying revenue shortfalls with the ability to maximise client spend, but we also need Account Managers with the ability to inspire and partner with our clients on their digital learning journeys. You will need to engage with our clients in a consultative manner, as well as take on project management responsibilities to help them implement our learning courses and product developments. Our Account Managers work closely with a variety of internal departments at FMCGs, Pharma and Retail companies. Partnering at all levels of seniority (up to C-suite) to ensure that the programmes we deliver are a success and offer tangible ROI. It doesn't stop there, because we also need inspirational Account Managers to lead and develop our Account Executives. If this sounds like you or someone you know, please get in touch, we would be keen to explore if we are the right fit for one another.

- Deliver on revenue targets for your client group via renewals or upselling
- Deliver a smooth and consistent account management roll out, from launch to renewal
- Develop outstanding client relationships with key stakeholders and throughout the portfolio
- Gather regular, effective and relevant feedback to help provide ROI and secure renewals
- Consultative approach
- Creative problem solving for your client portfolio
- Lead and develop Account Executives
- Project management responsibility

The Person

Passionate, professional, positive attitude and being a self-starter are all words you would expect to be associated with a successful Account Manager, but we also need people with Good Bones. What does that mean? It's pretty simple... If you have a respectful and caring attitude towards colleagues, adopt a collaborative and helpful approach towards work, then please apply!

We also need to hear from people who have been there and done it for a period of time. Ideally you will be an experienced Account Manager, with a consistent track record of delivering year on year growth. Strong communication and presentation skills, that compliment your ability to analyse data. We use Salesforce, although past comprehension of relevant applications would be great. Any previous knowledge of digital learning would be an advantage, but just as important is a demonstrable history of meeting and exceeding goals. We have a multitude of high profile clients in the FMCG space, so any value that you might be able to add here would definitely be worth a conversation.

- Experience Account Manager
- Track record of meeting and exceeding goals
- Proactive can-do attitude
- Strong interpersonal communication skills
- Previous SaaS experience (advantageous)
- Advanced knowledge of relevant computer applications and Salesforce

The Benefits

- Private Healthcare (inc optical and dental)
- Company Pension Scheme
- Working from home (subject to line managers approval)
- 25 days annual leave PA
- 3 Personal Development Days PA
- 3 Volunteering Days PA

- 4pm Friday finish
- Dedicated Wellness Manager to help you achieve an optimal state of health and wellbeing while reaching personal and professional growth
- Variety of clubs and activities (incl Run Club, yoga to name a couple)
- Competitive basic salary with OTE

The Company

Circus Street is a training organization that builds digital and data capability for the world's leading brands. The learning programs we develop equip teams with the tools and knowledge to work more effectively with colleagues, partners and customers. Circus Street is delivering global programs to more than 200 companies around the world, training learner populations that range from 1,000-100,000+ users. We combine award-winning animation, interactivity and professional presenters to deliver highly engaging and effective content. Our dedicated account management team delivers customized learning programs and we combine this with a broad marketing and business transformation curriculum, written in collaboration with independent expert practitioners. We are trusted by more than 200 'Fortune 500' brands. Circus Street was founded in 2009 in our London head office, and now employs more than 100 people across our global sites in New York, Austin, Singapore and Sydney.

Take a look at our recruitment video: <https://vimeo.com/195957703>