

US Account Director - NYC

Job Advert

The Role

This is not your normal Account Director role, it is so much more than that. Yes, you will be managing a team and a portfolio of key clients, and yes, we need people with strong experience renewing and up-selling contracts with global enterprise businesses to maximise client spend. We also need an Account Director with the ability to inspire and partner our clients on their digital learning journeys. The Account Director will engage with our clients in a highly consultative manner, as well as take on project management responsibilities to help them implement our learning courses and product developments. A willingness to learn and become an expert in the field of learning & development and change management best practice will be high on your list of priorities. Our Account Directors work closely with a variety of internal departments at **FMCG**, **Pharma**, **Consumer Health** and **Retail** clients, with all levels of seniority (up to C-suite) to ensure that the programmes we deliver are a success. It doesn't stop there, because we also need inspirational Account Directors to lead and develop our Account Managers/Execs. If this sounds like you or someone you know, please get in touch.

- 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
- Highly Consultative approach
- Creative problem solving for your client portfolio
- Lead and Develop Account Managers/Execs
- Project Management responsibility
- Lead account teams to plan, launch and execute digital training programmes to enterprise businesses (avg. 1,000 - 60,000 learners)
- Become an expert in the field of learning & development and change management best practice
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The Person

We need to hear from people who have been there and done it for a period of time. Ideally you will have extensive Account Management experience inclusive of team management and development. Your track record of delivering year on year growth and experience working across the **FMCG, Pharma, Consumer Health** or **Retail** sectors will be hugely beneficial. You will have strong communication and presentation skills that compliment your ability to analyse data and engage credibly with senior decision makers within global businesses . 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 won't deny that this is a fast paced role, where applicants will need to be resilient, self-motivated and incredibly positive with a keen eye for detail to be successful.

- Extensive account management experience
- Excellent people development and management experience
- Ideally experience working with/in FMCG, Pharma, Consumer Health or Retail
- A consistent track record of meeting and exceeding sales targets
- Ability to gain access and engage credibly with senior decision makers in global businesses
- Strong interpersonal communication skills and drive, with the ability to persuade and inspire
- Exceptional presentation skills
- Advanced knowledge and experience of Powerpoint, Excel & Salesforce
- High levels of resilience
- An ability to work to tight deadlines with great attention to detail
- High degree of self-motivation, as well as being a positive team player
- Excellent time management

Benefits

- 25 Days annual leave
- 4pm Friday finish
- Dedicated wellness manager - Think yoga, nutrition classes, bake-offs etc.
- Fresh fruit & snacks
- Variety of clubs and activities - (incl Run Club and Games Night to name a couple)
- Healthcare
- Pension
- Competitive basic salary with Bonus

The Company

Circus Street is a digital training organisation that educates teams across the world's leading brands and agencies to help drive transformation and growth. Our training platform equips teams across organisations with the tools and knowledge to confidently communicate with customers and suppliers in an ever-changing, customer-led and data-driven environment at scale. We plug digital capability into large businesses through highly-engaging, fully-interactive animated video lessons. Experts in education and learning, we combine technology, the visual arts and interactivity to create an exciting and engaging learning experience. Written by our faculty of experienced independent professional practitioners, our lessons are constantly updated to reflect changes in the industry. On Circus Street's online training platform we currently have 100 lessons available, covering 34 subject areas. Since 2009 we've been delivering learning programs to more than 350,000 learners globally, in more than 200 companies, across 124 countries.