



Account Director

The Role

Based in NYC but currently working remotely.

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

The Person

We need to hear from people who have been there and done it for a period of time. Ideally you will have 7+ years of Account Management experience inclusive of managing a team for a minimum of 3+ years. Your track record of delivering year on year growth and extensive 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.

- 7+ years of experience in account management
- 3+ years of managerial 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
- Ability to travel to Europe, average once a month

The Benefits

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