

ContactEngine Position Description

<u>Position Title:</u>	Account Executive
<u>Department:</u>	Account Management
<u>Reporting To:</u>	VP Account Management

Background:

At ContactEngine, we're passionate about innovative SaaS solutions that drive value, enhance operational processes, and improve the customer experience while delivering substantial return on investment for our clients. We are a Shoreditch-based, dynamic, vibrant and extremely motivated team already working with some of the UK and world's best known brands.

Our focus is mainly on Customer Communications using omni-channel SaaS Solutions.

Role Main Purpose:

- Supporting Account Managers in the timely and successful delivery of our solutions according to customer needs.
- Connecting with key business specialists, stakeholders, and leaders to ensure the smooth operation of established customer accounts
- Assisting in the support of business as usual operations for established accounts.
- Maintaining, developing and refining ContactEngine's service and maximise the customer value delivered.
- Developing and maintaining long-term relationships with your contacts and clients to support long term contractual engagements.

Duties and Key Responsibilities:

- Operating the ContactEngine Support system and acting as the primary interface between external support requests and internal departments.
- Supporting new client acquisition through robust, detailed and always-on-point data mining and analysis.
- Forecasting and tracking key account metrics.
- Communicating clearly and regularly with your supported clients and stakeholders ensuring they are always aware of status and progress on initiatives and projects.
- Develop and maintain a trusted advisor relationship with key stakeholders to support BAU operation and client retention.
- Attending meetings with current and potential clients.

Required Core Skills and attributes:

- Fluent in MS Office package including Word, PowerPoint and particularly Excel.
- Ability to manage multiple projects concurrently without loss of quality or attention to detail.
- Clear and concise written and spoken communication skills.
- Strong presentation skills, excellent ability to present written information in a structured, balanced form and in a format that is tailored to the audience.
- Ability to communicate, present and influence stakeholders and sponsors at all levels of clients' organisations.
- Experience in delivering client-focused solutions is an advantage.

Personal attributes and other requirements:

- Willing to travel.
- Strong work ethics.
- Honest, diligent and trustworthy.
- Multilingual would be a benefit.

What we bring to the table:

- Award-winning company with world class and industry changing SaaS products and services.
- Ability to learn and grow with the business.
- Personal Development, internal promotion and growth opportunities.
- Very strong culture and a tight-knit team of colleagues.
- 25 days paid holiday
- Private Health Insurance
- Pension Scheme

Timings / Remuneration

- Full time
- Remuneration TBC

We are committed to creating a diverse and inclusive company that better reflects the community we live in. We therefore welcome applications from candidates of all backgrounds.



About ContactEngine

ContactEngine is a fast growing start-up headquartered in Shoreditch, London. The company works with major brands such as Virgin Media, BSkyB, Whirlpool, Renault, Telecom Italia to deliver efficiency in customer communication. Using multiple channels of communication including interactive SMS, automated phone-calls, e-mail, apps, mobile web, video and social we aim to save companies money by communicating more efficiently with their customers to optimise appointments for sales, installations, service and other deliveries.

For more information, please visit www.contactengine.com