

Job Description: Strategic Senior Account Manager

Position Type: Permanent.

Location: Farnborough head office or remote.

Benefits include: 25 days holiday + 3 additional days over Christmas, private healthcare, life insurance, company pension scheme, cycle-scheme, free non-fiction book scheme.

Working Hours: Full time.

Start date: ASAP.

Our mission is to create innovative technology solutions and provide ongoing support that improves the delivery of care.

everyLIFE is a seven-year-old, fast-growth SaaS provider. Our mission is to create and support innovative technology solutions that support the delivery of care. We put our customers first in all that we do and as Strategic Senior Account Manager your role will be to ensure that our customers use our software to its full potential whilst receiving an excellent service.

The Strategic Senior Account Manager will be a key member of our customer team with a focus on customer success, retention, and growth. They will concentrate on: -

- Understanding our customer base, target market and our product.
- Developing our approach to account management across each of our customer tiers.
- Owning relationships with our top tier customers.
- Driving growth across our customer base and maximising customer retention.

You will:

- Manage all top tier accounts and develop positive working relationships with customers.
- Drive customer retention, renewals, upsells and customer satisfaction.
- Create, implement and maintain the company's approach to Account Management across all customer tiers.
- Work closely with other customer facing teams to ensure an exceptional customer experience throughout the customer lifecycle.
- Monitor customer usage through data analytics to understand reasons for customer success/failure and work closely with our product department on product enhancements.
- Work with senior leadership team to monitor, review and keep updated customer KPIs, ensuring that they are met.
- Work closely with our finance team on billing and invoicing.
- Adhere to existing company processes and workflows relating to your role and assist where necessary on implementation of new processes and improvements to existing ones.
- Manage customer activity through our CRM tools.
- Develop a detailed knowledge of our product and customers individual experiences.
- Work closely with marketing on campaigns and customer communications.

- Maintain care sector awareness and appreciation, staying up to date with relevant trends and changes in the sector.
- Embrace a culture of continuous business improvement and self-development including any training needs to increase business and individual effectiveness.
- Demonstrate the ethos of privacy by design within the company's products and services; recognising, at all times, the company's responsibilities with regard to maintaining and processing personal data on behalf of the company's customers and their care receivers/data subjects.
- Commit to our culture of high performing teams, with a shared vision, right mix and a focus on quality results.

You have:

- 5+ years' experience of Account Management.
- Excellent written and verbal communication.
- High levels of ambition and motivation.
- Excellent time management skills.
- Ability to work with and analyse data and present clearly.
- Excellent presentation skills.

You may have:

- Salesforce experience.
- An understanding of the care sector.