

We're hiring...

Account Manager - Needham Ink Technologies

We have an exciting opportunity for an Account Manager to join our team. The purpose of the Account Manager role is to create long-term, trusting relationships with our existing customer base across Needham Ink Technologies. The Account Manager's role is to oversee the portfolio of customers and develop new business from existing clients. Customer improvement is vital; building relationships that improve our customers' business to ensure customer retention and growth. You will be responsible for developing and maintaining customer relationships that promote satisfaction and retention.

Key duties:

- Serve as the lead point of contact for all existing customer account management matters.
- Primary focus is Customer Improvement – building relationships that improve our customers' business to ensure customer retention and account growth.
- Responsible for developing and maintaining customer relationships that promote satisfaction and retention.
- Drive and deliver the KPIs set out.
- Forecast and track account metrics for the weekly management meeting.
- Attend weekly management meetings and input data as required.
- Account management of our existing customer base.
- Ensure our customers know about our extensive product range, and also ensure they are informed in a timely manner of new products we are launching developed by our R&D team.
- Identify new business opportunities within our existing customer base by gaining insight into their industry, business needs and requirements.
- Ensure our CRM (HubSpot) is continually updated with cleansed customer data, customer notes, quotations and tasks.
- Provide quotations and close agreements to maximise profits.

Candidate requirements:

- Previous experience in a similar role.
- Preferably have experience within a technical / manufacturing environment and of working with an international customer base.
- Excellent negotiating and relationship building skills.
- Highly organised with the ability to plan, multitask and effectively prioritise workload.
- Driven, ambitious and determined.
- Good level of general IT literacy.

If this sounds like the opportunity that you have been looking for **or** if you know someone who would be suitable then please apply by sending your CV to HR@needham.group quoting NITSAM in the subject line.