



Account Manager

Ref: ING249

Location: Oxford

Position Type: Full-time/Permanent

We have a tremendous opportunity to be part of a growing and ambitious company as an Account Manager to provide excellent levels of customer service to Ingenta Connect's publisher customers in the USA.

This position will necessitate occasional travel to and within the USA. Time differences will need some working hour flexibility at times.

The Account Manager has overall responsibility and is the primary point of contact for a defined customer list – in terms of the relationship, revenue and service level. The Account Manager is also responsible for upselling new services to their Account list in line with set targets. The key areas of focus within this role are to:

- Build, develop and financially grow relationships with Ingenta Connect USA publisher customers.
- Provide excellent customer service to ensure customer retention and a positive customer experience.
- Maximise revenue potential according to set targets.

Key Responsibilities

- Act as primary point of contact for a defined list of Ingenta Connect publisher customers.
- Ensure regular communication via phone and face to face meetings.
- Identify upsell opportunities across your Account list and formulate a strategy to achieve quarterly upsell targets.
- Identify "at risk" accounts and implement a strategy for retention.
- Maintain accurate and current records of activity and status of each publisher relationship.
- Develop detailed knowledge of company, competitor products/services, and the latest developments within the publishing industry.
- Communicate strategic issues and policy to Accounts.
- Liaise with worldwide counterparts and Head of Ingenta Connect to ensure common best practice.
- Ensure contracted service levels are met.
- Close contract negotiations regarding up sales.
- Input into Account Management strategy, Engineering and Product Management priorities.
- Respond to new development requests, proposals and Requests for Proposals.
- Attend industry related conferences and exhibitions as required.
- Employ a proactive approach to ensure accounts run smoothly and issues pre-empted and avoided wherever possible.

The Successful Candidate

- Good knowledge of Microsoft Office products, in particular: Word, Excel, PowerPoint is essential.
- Experience in an account management role within publishing / online industry.
- Familiarity with USA academic publishing, college library services or higher education services.
- Experience with a CRM (ideally Zoho or Salesforce) is desirable.

If you are interested in this exciting role please forward your CV and cover letter to recruitment@ingenta.com quoting job reference ING249.

Ingenta is an Equal Opportunity Employer (EOE).

About Ingenta

Enabling information providers of any size and in any space to create, manage and monetise their content effectively through innovative software solutions and consulting.

Ingenta is the world-leading provider of content solutions that transform business. We cover the publishing process from end to end with our suite of commercial products, content and advertising solutions plus client support and professional services packages. Combining our unmatched publishing

knowledge, global operations and customer support with our extensive technology products and service offerings, we offer the industry's only full spectrum of solutions to help publishers manage and monetise their IP effectively and bring content to life. Listed on the AIM market of the London Stock Exchange, the company operates jointly from Europe (Oxford) and North America (Boston and New Jersey), with local offices in Brazil, India and China. Assisting over 450 trade and scholarly publishers for nearly 40 years, Ingenta solves the fundamental issues content providers face.

