



## SENIOR ACCOUNT MANAGER

**Ref:** ING297

**Location:** Work from Home (US)

**Position Type:** Permanent

To provide excellent levels of Account Management services to Ingenta customers, grow the Ingenta book of business, and to work with the SVP, Business Development to identify, report and deliver in conjunction with the current Business Development team new prospects, new customers, and a set of reports and KPI targets for this critical function.

To spearhead the upsell of defined Service Products to the current customer list, and to work globally on new business and RFP's in conjunction with the Sales team

This role 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 role is also responsible for upselling new services to their current list in line with set targets while growing the list of customers. This function falls within Business Development and revenue generation is a key focus as well as ensuring customer satisfaction.

### **The Successful Candidate:**

- Will show a commitment and understanding of commercial requirements both for the company and the customer
- Will have a strong record of experience in scholarly publishing and/or digital entertainment
- Will have a strong record of working with customers in software, and a dedication to building customer relationships
- Will work well with a dedicated but small international team
- Will have language skills, especially in French and Spanish or German
- Will be ready to work flexible hours
- Will have a knowledge of, and ability to generate, meaningful KPIs and metrics to support Business Development
- Will have knowledge of JIRA, Confluence and MSD or Zoho

### **Benefits: (US only)**

We offer a comprehensive benefits package including:

- Healthcare Scheme
- 401 (k) Plan
- Flexible working

If you are interested in this exciting role please forward your résumé and current salary requirements to [recruitment@ingenta.com](mailto:recruitment@ingenta.com) **quoting job reference ING297.**

Ingenta is an Equal Opportunity Employer (EOE).

**About Ingenta:**

Ingenta is a publicly listed and independent company with a 45-year history of creating and providing reliable software products and services and over 30 years running rights royalty management that can support any industry. Ingenta's mission is to be a strategic partner in providing functionally superior solutions that allow companies to operate effectively and securely while being able to take advantage of technical advancements in a controlled way.

The company works with all sectors but specializes in the trade, scholarly, academic, and educational areas. Our employees are full time staff members that are highly experienced professionals who are passionate about their field and located in your regions. Ingenta has been here from the beginning so we know exactly what it takes to operate your business online. Take advantage of our experience and knowledge to unlock your tomorrow today.

