

# INGENTA

## JOB DESCRIPTION

### **JOB TITLE: Account Manager – Content Distribution Platforms – Scholarly / NGO / Associations**

JOB REF: ING299
COST CENTRE: 99 450 (Account Management)
DIVISION/DEPARTMENT: Business Development
REPORTING TO: Senior V-P Business Development
JOB TYPE: Full time Employee
LOCATION: Fully remote, in North America or United Kingdom
<b>PURPOSE OF JOB</b>
Expand relationships with customers through branching out into new areas / divisions / lines of customers, upsell other offerings, increasing services provided and increasing the number of modifications purchased. Ensure the continued success of the Ingenta Edify platform by keeping close relationships with senior level management at the strategic level of partners and ensuring renewals and ongoing relationships.
<b>KEY RESPONSIBILITIES</b>
<ul style="list-style-type: none"><li>• Managing all current customer accounts on Ingenta Edify globally</li><li>• Expand relationships with all customer organizations</li><li>• Hold regular meetings / discussions with customers about strategic direction</li><li>• Encourage customers to buy new platforms, services and features.</li><li>• Build a strong network throughout entire customer organization.</li><li>• Ensuring contract renewal activity is up to date on all accounts</li><li>• Own revenue projections for customers and develop and implement strategies to get or exceed those revenue projections.</li><li>• Understanding strategic plans for each customer and cultivating high level relationships</li><li>• Maintaining awareness of competitor products</li><li>• Working with the industry to help to identify new potential customers and gain recommended prospects from clients.</li><li>• Recommending new marketing lists and campaigns</li><li>• Assessing and improving product collateral, including videos working closely with marketing and product management.</li><li>• Attend Industry events and networking as required</li></ul>

### **MAIN/CORE TASKS**

- Retain, manage and increase profit margins for existing customers
- Meet on a weekly or monthly basis with every customer
- Meet and exceed agreed forecasts for each customer
- Coordinating change control estimates and working with customers on these
- Monthly invoicing in cooperation with Finance
- Updating financial forecasts on monthly basis
- Liaising with Professional Services to monitor costs
- Maintain awareness of competitor products and identify Ingenta USP's
- Maintaining Ingenta's knowledge of, and reputation within, the industry
- Assisting as needed with RFPs

### **KEY TECHNICAL SKILLS SUMMARY**

- Strong commercial awareness
- Proven understanding and ability to sell software
- Proven knowledge of the scholarly and professional publishing industry globally
- Proven knowledge of the IGO / NGO publishing industries
- Proven knowledge of the Professional / skill association publishing industries
- Excellent communication skills – oral and written
- Financial competence to produce simple ROI statements and update forecasts
- Excellent skills in MS Office (excel, word, powerpoint), Outlook, and JIRA
- Ability to learn quickly with a self-starter attitude
- Ability to read and understand basic contracts.
- Demonstrable experience in building a strong network of contacts at all levels within customers including IGO's, NGO's.

### **FLEXIBILITY STATEMENT**

*The fast moving nature of the company's business also means that you may, from time to time, be asked to perform roles outside your original job description and to travel as required, including (where necessary) overnight stays. This allows the company to utilise its people in the best possible way at all times and to help employees make their contribution to a changing environment.*

### **INTERNAL RELATIONSHIPS**

Working with Product Team, Business Development Team, Marketing, Finance, Professional Services

<b>EXTERNAL CONTACTS</b>
Specifically – all current accounts
Industry relationships
Potential Third parties for Product enhancements and Sales Opportunities

**Interested applicants should send their CV/resume to [recruitment@ingenta.com](mailto:recruitment@ingenta.com) quoting the above job reference.**