

Junior Account Manager

Ref: ING317

Location: Remote

Position Type: Full time/Permanent

PURPOSE OF JOB: The Junior Account Manager, you will be responsible for supporting the account management team in maintaining and growing client relationships. The role involves managing client communications, assisting with onboarding and project coordination and identifying opportunities to maximise revenues within the existing client base.

You will work with a range of internal departments, including Product Development, Marketing, Finance and Sales to gain a deep understanding of the business with the opportunity to grow within the company.

KEY RESPONSIBILITIES:

- Assist the account management team in managing client accounts and nurturing relationships.
- Coordinate the onboarding of new clients ensuring timelines and deadlines are met.
- Communicate with Clients to provide updates, address queries and increase awareness of Ingenta's products and services.
- Assist with preparing reports and presentations to both internal and external stakeholders.
- Collaborate with internal teams to ensure successful delivery of products and services.
- Contribute to the preparation of forecasting and assist with monitoring progress.
- Assist with maintaining and updating internal records within Jira and CRM.
- Monitor metrics and identify opportunities to upsell within the existing client base to maximise growth.

MAIN/CORE TASKS:

- Lead on customer collaboration sessions and strategic business reviews to expose opportunities.
- Develop customised strategies to achieve the clients business goals that align with Ingenta's products and services.
- Identify opportunities to maximise revenues within the existing client base.
- Regularly monitor and review client accounts for performance and satisfaction.
- Maintain and update client records and ensure contractual terms are met.

KEY TECHNICAL SKILLS SUMMARY:

- Working knowledge of Microsoft Office products (in particular: Word, Excel, PowerPoint) is essential.
- Strong communication skills are essential.
- A natural ability to forge strong relationships with an appetite to maximising revenues is essential.

- An interest in the Publishing Industry, Trade Associations and/or the Intellectual Property industry is desirable.

If you are interested in this exciting role please forward your résumé and current salary requirements to recruitment@ingenta.com **quoting job reference ING317**.

