

Account manager - Amoobi inc.

The opportunity

We have a unique opportunity for a talented individual to join a fast-growing scaleup. Amoobi is a flourishing in-store analytics specialist, operating from its North American office in New York and head office in Belgium. We're growing fast in North America and want to capture the market opportunity by expanding our sales team with an Account manager.

Amoobi has built a unique & privacy compliant solution based on 3D optical sensors, allowing us to automatically measure the customer journey inside a store. We convert these customer tracks into insights that help retailers optimize their store concept, category management and checkouts. We don't just provide data analytics but we add value by interpreting the data and helping our clients convert the numbers into strategic actions. We have experience with leading retailers and CPG companies across the world, including Walmart, Ahold Delhaize, Aldi, CVS, P&G, AB InBev, L'Oréal, to name a few.

You will be joining the North American team as an Account Manager, and will be in charge of managing our key accounts. You will be the long-lasting commercial point of contact for all your customers. You will be in charge of establishing and maintaining relationships with our clients along with ensuring revenue growth for the company through the renewal and upselling of existing contracts. You will be in touch with the C-Suite of large companies and change the way their businesses work.

The wide variance in our customers and projects guarantees you a strong opportunity for growth. Furthermore, you will work closely with our Product Owner to improve our product. At the end of the day, the meaningful insights that you will provide to your customers will allow them to take strategic actions that will lead to a strong ROI.

Role and responsibilities

Customer Success

- Strategically foster and nurture client engagement, to make sure that our clients are fully exploiting the value of our solutions and to reassure a continued partnership with Amoobi.

- Train & support clients, so they move to a model where they use our product without relying on our consulting services (or reduce the consulting to a minimum)
- Lead project management with clients for new installations (point of contact with client's project team to make sure the sensors are installed and ready to start collecting data).
- Lead the consulting work we provide to clients and partner with the Amoobi sales manager to ensure a powerful & relevant analysis.
- Present insights and recommendations to client stakeholders, together with sales manager
- Prepare quarterly and yearly account plans for each key account
- Maintain close working relationship with product manager to share feedback, concerns and requests from clients, helping Amoobi to reach the full product/market fit.

Client Development

- Develop a client network and cultivate relationships at all levels that enhance Amoobi's position, leading to incremental business.
- Map the client's organizational structure and identify the internal champions and sponsors, but also the gatekeepers and potential detractors.
- Identify the biggest growth opportunities and create a plan to convert them (together with the sales manager), and quarterly targets accordingly. Negotiating and closing deals remain the responsibility of the sales manager.

Desired Skills and Experience

The ideal candidate will have the following experience

- Retail/CPG experience (merchandising, category management, analytics, consumer insights are a plus)
- Strong analytical skill set with the ability to understand the problems and to present key findings & actionable recommendations.
- Ability to quickly understand, challenge and work with data & metrics.
- Ability to take the lead in a project and being comfortable managing relationships with senior stakeholders.
- Bachelor's Degree (mandatory) - Master's degree is a plus
- 3-5 years relevant experience

The ideal candidate will also possess the following skills:

- Proficient in Microsoft Excel and Powerpoint.
- Comfortable learning complex software tools.
- Problem-solving & continuous improvement mindset.
- Well-structured and organized with the capacity to adopt a helicopter view.
- Excellent oral and written communication skills in English and you're comfortable presenting to all levels within the organization.
- Stress-resistant, able to work on tight deadlines.
- Quick learner and able to work independently.
- You can work remotely, but the East Coast is a must. We expect you to be located close to an airport in case you need to travel to client offices (depending on the situation).

Finally, the candidate should share our company values:

- Strong commitment to provide high quality
- Team player
- Work hard & play hard
- Commitment: go above and beyond to deliver
- Honesty

Benefits

- 25 days of PTO a year
- Mobile phone subscription
- Flexible hours
- International work environment, where you'll get a chance to fly to Europe and meet your colleagues
- Opportunity to work remotely in fast paced international team
- Medical Health insurance