



## Account Manager

e2e-assure is a dynamic cyber security company, successfully delivering 24/7 cyber defence to both the public and private sector and expanding rapidly as a result.

We are now looking for a highly motivated, enthusiastic, and experienced Account Management professional to join our thriving business. We provide a challenging but rewarding environment where you will be expected to develop and learn while playing an instrumental part in helping the company to do the same.

We are looking for an Account Manager to create long-term, trusting relationships with our customers. The successful applicants' role is to oversee a portfolio of assigned customers, develop new business from existing clients and actively seek new sales opportunities whilst maintaining existing revenues.

### Key Responsibilities

Account management responsibilities include developing strong relationships with customers, connecting with key business executives and stakeholders, and preparing sales reports. Account Managers also answer client queries and identify new business opportunities among existing customers.

In this role, you will liaise with cross-functional internal teams (including Customer Service and Product Development departments) to improve the entire customer experience.

Ultimately, a successful Account Manager should collaborate with our business development team to achieve quotas while keeping our clients satisfied and engaged with our products and services.

- Serve as the lead point of contact for all customer account management matters
- Build and maintain strong, long-lasting client relationships
- Negotiate contracts where appropriate and close agreements to maximize profits
- Develop trusted advisor relationships with key accounts, customer stakeholders and executive sponsors
- Ensure the timely and successful delivery of our solutions according to customer needs and objectives
- Clearly communicate the progress of monthly/quarterly initiatives to internal and external stakeholders
- Develop new business with existing clients and/or identify areas of improvement to meet sales quotas
- Forecast and track key account metrics (e.g., quarterly sales results and annual forecasts)
- Prepare reports on account status
- Collaborate with business development team to identify and grow opportunities within territory
- Assist with challenging client requests or issue escalations as needed

## Candidate Attributes

### ***Essential skills/qualifications:***

- Proven work experience as an Account Manager, Key Account Manager, Sales Account Manager, Junior Account Manager, or relevant role
- Demonstrable ability to communicate, present and influence key stakeholders at all levels of an organization, including executive and C-level
- Solid experience with CRM software (e.g., Salesforce, Zoho CRM or HubSpot) and MS Office (particularly MS Excel)
- Experience delivering client-focused solutions to customer needs
- Proven ability to juggle multiple account management projects at a time, while maintaining sharp attention to detail
- Excellent listening, negotiation, and presentation abilities
- Strong verbal and written communication skills
- BA/BS degree in Business Administration or relevant field sales experience

### ***Desirable skills/qualifications:***

- Security, Cyber, Cloud Services, IT services
- A background in cyber security sales is preferred

## Location

This role is based at home, however, some travel, particularly around the M4 corridor and Oxfordshire will be required.

## Hours, salary, and benefits

40 hours per week. Competitive salary, depending on experience. 25 days annual leave, rising to 28 days over time.

## Other information

After being provisionally offered a role, candidates will be DBS and background checked by a third-party, and must be willing to attain SC and NPPV3 clearances (we will put you through this process). If you do not already hold SC, you are required to have 5 years of continuous residency in UK in order to meet customer requirements. Failure to pass these checks may result in your application being discontinued.

We expect e2e-assure employees to have a high standard of personal integrity, both during and outside work time, including how they present themselves online. We may conduct background and open-source checks to verify this.

**\*\*e2e-assure is unable to sponsor UK visa applications and all applicants must already have the right to work in UK\*\***