



Adventures in ecommerce

## Job Description

**Role:** Account Manager

**Reports to:** Head of Customer Success

**Location:** Remote, UK hours, with access to our Cheltenham office

Volo Commerce is the leader in providing automation and business intelligence solutions to multichannel ecommerce sellers. With consumers expecting to be able to purchase products on any channel or device, 24x7 and to have it delivered on their terms, we provide solutions that help Sellers navigate the complexity of what it takes to be successful in today's business environment.

### The role

As an Account Manager at Volo you will be responsible for working with our customers to become a trusted advisor, helping them to simplify the complex world of multichannel ecommerce.

Using your knowledge and experience of the industry you will provide the insights and recommend strategies that will help our customer to grow their business.

Managing a set of customer accounts you will spend time to understand their business operations, goals and objectives, and establish a relationship with the key decision makers

Once you understand your customer you will work on developing tactical and strategic plans with them that support short and long term goals.

You will then oversee the implementation of those plans, working with the customer team and internal resources as required.

### The responsibilities

- Work with our customers to understand their business goals and create growth plans that our technology and services can enable for them
- Document these growth plans and establish revenue targets by customer
- Run quarterly business reviews with key customers to track progress, identify success and adjust plans for opportunities and risks
- Contribute to ecommerce, marketplace and web store best practices input for the creation of informative content for customers and prospects



- Communicate customer feedback to the business, especially the product team, to inform and reinforce the product roadmap
- Articulate and reinforce the value of Volo technologies and services to customers
- Follow the Volo CRM process to provide regular reports of progress against goals and comment on variances and plans to address any gaps within our knowledge or product
- Assist with gathering requirements and creating Statement of Works documents for additional professional services work for customers

## The skills and experience

### Essential:

- Have worked in an ecommerce business or associated technology environment
- A critical thinker, where you observe, analyse, create solutions, and communicate effectively
- Excellent customer service, communication and organisational skills
- Great interpersonal skills
- Self-aware, you know your strengths, understand your weaknesses, and adapt accordingly
- You have a degree of curiosity that drives you to investigate and learn more
- Practical experience of working with office productivity tools and CRM systems
- Analytical, you use data to help inform decisions and recommendations

### Desirable:

- Previous experience in account management or customer success
- Understanding of ecommerce and marketplaces like Amazon, eBay and OnBuy, and web store platforms like Magento and Shopify

## The Culture

- Team-oriented: You embrace the ideas of others in the best interests of our customers and Volo
- Driven: You're a driven team player, collaborator, and relationship builder whose can-do attitude inspires others
- Entrepreneurial: You thrive in a fast-paced, changing environment and are excited by the chance to play a larger role
- Passionate: You're passionate about ecommerce and ensuring our customers are successful
- Self-motivated: You can work with a minimum of supervision and plan ahead to prioritise multiple tasks
- Integrity: You're able to establish and maintain genuine trust with your customer contacts and Volo colleagues. You deliver against your commitments
- Attention to detail: You don't let important details, events or deliverables slip through the cracks
- Efficiency: You're able to work smart and enable others to work smarter
- Persistence: You have the tenacity to go above and beyond to get the job done
- Composure: You have the ability to stay calm and maintain your performance levels when under pressure of time and priorities