



Adventures in ecommerce

Job Description

Role: Account Manager

Reports to: Head of Customer Success

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

The company

Volo Commerce provides an ecommerce platform, a reporting platform and services for online sellers to grow sales on marketplaces like Amazon, eBay and OnBuy, and on web stores including Magento, Shopify and Volo. This combination of comprehensive technology and dedicated professional expertise enables our customers to scale up their business for long term success.

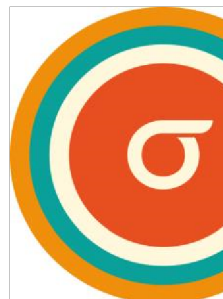
The role

This role requires a commercially minded individual who has a background in creating strong commercial relationships and articulating upsell initiatives to key stakeholders. The Account Management role drives organic growth within the business, as well as managing and stemming attrition.

The Account Manager works with the rest of the business to articulate customer growth opportunities through various initiatives and increased adoption and use of the Volo Origin and Volo Vision platforms.

The responsibilities

- Work with the Head of Customer Success to devise and document strategic growth plans for key Volo customers and establish revenue targets strategic objectives by customer
- Work with the Head of Customer Success to define growth initiatives to meet the growth targets
- Run quarterly business reviews with key customers to describe success, plans, opportunities, and threats
- 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
- Gather key information and qualify potential prospects who make contact through the sales telephone number to pass onto the sales team



The skills and experience

Essential:

- Excellent customer service and communication skills - both written and verbal
- A tenacious approach to problem-solving – don't let it go until finished, with excellent analytics skills
- The ability to assess information and make recommendations
- Good interpersonal skills
- Ability to be always learning
- Previous experience in account management
- Practical experience of working with office productivity tools and CRM systems

Desirable:

- 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

