

Account Manager

On-site, hybrid (4 days in the office and 1 day at home)

About ClerksWell

ClerksWell is an award-winning digital agency.

Our mission is to create and manage websites that drive business growth while mitigating technological risks. We are a proud Umbraco Gold Partner, Sitecore Silver Partner, and Optimizely Bronze Partner, a testament to the trust and value our clients place in us.

At ClerksWell, we thrive on creativity, collaboration, and a genuine love for what we do. We aim to recruit people who also thrive in a busy, social and collaborative office. Our office is a hub of innovation where ideas flow freely, and teamwork is at the heart of everything. Our people are hardworking and dedicated, but we also know how to have fun and enjoy each other's company. Whether it's brainstorming sessions, social events, or just a casual chat over coffee, we believe in creating a positive and engaging work environment that inspires everyone to bring their best selves to work every day.

Our London office is a team of 10 but all together ClerksWell is a group of 40 bold and highly skilled individuals located across UK, India and Ukraine. Most of our employees have been with us for over 5 years (some for over 15 years) which speaks to the positive and supportive culture at ClerksWell.

The role

From day one, you'll be an integral part of the team at ClerksWell. We will give you a small number of B2B clients to be under your control. You will work closely with a team of Project Managers and developers, while maintaining and developing relationships with your clients. You will be self-motivated and able to work independently, as well as part of the team.

Responsibilities

Pre-sales & Sales:

- Seek out and identify new opportunities and build the pipeline for clients in your portfolio
- Deliver against individual and team sales & revenue targets.
- Attend closing meetings to keep track of the progress on new business activity for both new and existing clients.
- Collaborate across teams with Project Managers and Technical Leads to Prepare tailored proposals.
- Understand the technology we use (Sitecore, Umbraco, Optimizely)
- Answer new business lead calls and be confident in explaining ClerksWell's services and technology.
- Attend pitches to new and existing clients.
- Attend conferences and/or events to promote our services and generate business leads.

- Produce accurate revenue forecasts for clients in your portfolio
- Negotiate renewals and contracts with clients in your portfolio

Day-to-day:

- Control all aspects of account management, including close contact with the client and financial accountability.
- Entirely responsible for maintaining relationships with our long-lasting clients.
- Understand the client's industry and their needs and use this to increase sales.
- Be a part of any escalation calls on existing projects and help to resolve the problems.
- Hold weekly meetings with the client to review the account in general.
- Hold regular meetings with the team to check on the delivery of the project to ensure everything is up to date.
- Constantly think of new ideas that the client may benefit from. Seek improvements for their digital space.
- Attend business development meetings with the wider team
- Go and meet the clients face to face – understand the key people to build relationships with.
- Create, develop and own strategic and tactical plans to help your clients achieve their objectives.
- Take advantage of all opportunities to network with industry peers and prospective clients.
- Secure and exceed revenue targets that are set for you each quarter.
- Own the invoicing schedule and ensure that invoices are submitted to the accounts team on time.
- Collaborate and support other teams such as project managers. Be comfortable in picking up responsibility for your project whilst a Project Manager is on annual leave.
- Be comfortable working in a cross-cultural team across multiple time zones

Essential:

- 2-3 years of Account Manager experience in a digital agency, controlling all areas of account management and managing long-term client relationships.
- The ability to maintain a relationship with the client through regular contact during a long pre-sale process before closing the business.
- Experience working in a digital agency and an understanding of the digital services sales and project lifecycle

- You can effectively manage direct client contact to strengthen relationships between clients and the agency.
- Comfortable working in our open plan office in London Bridge in a group of 10-12 people
- Comfortable socialising with a diverse range of people in different industries and in a variety of roles.
- Demonstrated a consistent track record of dependability and follow-through, meeting deadlines and delivering high-quality work consistently.

Desirable:

- You know the technology industry, ideally web development.
- You are ambitious and would like to take on larger, tier 1 accounts in the future as part of your career development

Key Qualities:

- Takes the initiative and demonstrates a proactive approach to problem-solving and decision-making.
- Can think creatively to tackle challenges and come up with innovative ideas to a range of business problems.
- Outgoing and social with excellent interpersonal and communication skills.
- Enjoys managing things for clients through linking people, teams and projects with the clients aims and ambitions.
- Enjoys working with a team of multi-skilled people to come up with innovative solutions to business problems.
- You are eager and ambitious and would like to work in a small company where you can contribute business ideas to the management team to make a real impact to the company.

What's in it for you?

- 2.5% commission based on invoiced revenue.
- 25 days annual leave a year plus UK bank holidays.
- Minimum of 5 training days per year covered by the company with additional training encouraged.
- Access to our company flat in Lake Como, Italy.
- Paid for team lunch once a week (mainly on Wednesday or Thursday)
- £1,000 – £2,000 referral bonus.
- Private medical insurance.
- Paid for quarterly social events and regular pub trips with a friendly team.
- Free Fruit and snacks.

- Finish at 4pm on Fridays if you are working in the office

Our collaborative and open culture:

At ClerksWell, we foster a proactive and initiative-driven work environment, where employees take ownership of their projects. Our collaborative team values direct communication between employees and management, empowering you to make decisions and contribute to the company's growth.

We believe in creating meaningful relationships with our clients and being personable every step of the way. One of our clients recently shared their experience working with us, stating: *"Having worked with ClerksWell, I feel like you guys are part of the same team. I will be sending out an email to the team on Monday to tell them what a great job you've done."*

As problem solvers, we thrive on tackling digital challenges. We believe that ambition, combined with a proactive mindset, is the winning combination for success and would love to hear from anyone that displays these attributes.