
Jcurve is looking for a Account Manager in Philippines

Who is Jcurve

Jcurve works collaboratively with ambitious organisations to drive growth through the effective use of technology. Serving as a trusted guide in an on-demand world, we help build growing and resilient organisations to withstand market disruption.

Role Summary

The Account Manager will spearhead the development of digital campaign opportunities and playing an important role in Dygiq's digital growth. This role will be deeply involved in every stage of client campaign execution, including both account management and project management.

Role Description

- Work closely with the General Manager of Dygiq to define marketing strategy for key client accounts.
- Responsible for mapping out the tasks and resources required to implement the strategic vision.
- Assist with the development and delivery of the overall action plan with long-term opportunities identified and incorporated into short-term planning procedures.
- Provide support for the key strategies including conceptualisation, content and messaging.
- Identify prospects and drive new business sales opportunities, ensuring sales forecasts are met.
- Be responsible for the day-to-day management of key client accounts from budgeting to execution.
- Ensure our customer satisfaction goals are achieved. Minimising customer churn and maximising customer retention.
- Ensure the upsell sales quotas are achieved and exceeded.
- Be the escalation point for high severity client requests and issues, seeing the issues through to resolution.
- Work closely with all stakeholders to ensure customer satisfaction, profitability and any other key goals or metrics.
- Complete any other tasks as required by the General Manager.
- Deliver accurate revenue forecasts in line with business objectives
- Work with the Sales Operations Team to ensure the timely processing of customer quotes, sales orders and invoices.

Skills and Attributes

- At least six (6) years of relevant work experience.
- Experience in selling and managing digital services is a plus but not required.
- Possesses a creative mind, a head for business, a close attention to detail, a strong communication skill both in written and verbal form coupled with the ability to lead and motivate a team, and a great time management skill.
- Bachelor's Degree in a business-related field.
- Microsoft Office, Meeting Apps (i.e Zoom, GMeet, Skype, etc).
- Effective presentation skills both virtually and face-to-face.
- Negotiation, Client-servicing.
- Ability to work independently and as part of a team.
- Sense of urgency.
- Self-motivated and directed.
- Collaborative.
- Disciplined.
- Decisive.
- Innovative.
- Open to new learning opportunities, humble, and a people person.

Key Relationships

- Directly reports to the Digital Marketing Manager, Dygiq
- Work with relevant client project teams to develop campaigns and operational plans
- Work with external vendors and customers

How to apply

Send your resume, a short introduction and the details of the position or area for which you're applying to hr@jcurvesolutions.com. We can't wait to hear from you!