

Job Title Account Manager

Reporting to Technical Director

Main Purpose of the Role

Nothing is more important to us than meeting and exceeding our clients' expectations. The Account Manager is the first point of contact, so you'll need to have a clear understanding of client needs, defining solutions for those needs and selling those solutions, all in a way that complements our brand.

The ideal candidate will be energetic, friendly and enthusiastic. You'll need to be a real team player who is not afraid to ask questions and get things done. You'll be a key player in planning technical website projects from inception to delivery, managing projects on a day to day basis, liaising with clients, designers and developers to ensure that projects stay on schedule and are delivered on time.

You will need to retain, develop and grow relationships with new and existing clients and think strategically about what they may need in the future. You will be expected to attend networking events to foster new relationships and help to grow the business.

This is an exciting opportunity to become part of a busy, rapidly growing business. We want to invest in the right person who can grow with us and become a key part of Soto.

Person Description

You have experience in identifying ways to solve business problems and enjoy finding solutions to those problems using technology – by using existing tools out of the box, extending them to fit a particular purpose, or developing something new from scratch.

You may have development experience, or have studied a computing discipline at university, and can understand - and communicate clearly - technical briefs.

You should have an understanding of databases, CMS's (particularly WordPress), hosting and how they fit together.

Key Accountabilities of the Role

Accountabilities and Duties	Measures of Performance
Business Development	
<ul style="list-style-type: none"> • Proactive networking with clients • Formulating and selling appropriate solutions to client problems – and spotting opportunities for solutions • Keeping up to date records of client communications in company CRM system 	<ul style="list-style-type: none"> • Turnover from new business gained as a direct result of business development activities • Turnover from upselling • Relationships with targeted contacts
Projects	
<ul style="list-style-type: none"> • Providing project management and accurate timescales for individual projects • Working closely with the technical director on project proposals and technical solutions • Acting as a client advocate within the production process by checking that projects are delivered in line with client expectations • Maintaining communication with clients so they are always aware of what is being done, why, and when they will receive work • Liaising with clients, designers and developers to deliver projects on time and on budget 	<ul style="list-style-type: none"> • Resource tracking on a project by project basis; price/days/hours quoted and client sign off/payment • Projects delivered on time

Client Management	
<ul style="list-style-type: none"> • Key point of contact for new and existing clients • Nurturing relationships with clients to gain a deep understanding of what their business problems are • Formulating and selling appropriate solutions to client problems – and spotting opportunities for solutions • Preparing and sending quotes and invoices • Preparing first draft project proposals and technical briefs 	<ul style="list-style-type: none"> • Client retention rates • Feedback from clients

Essential Skills and Competencies Required

- Exceptional organisation skills
- The ability to multi-task and prioritise tasks
- The ability to identify technical solutions and make recommendations
- In-depth experience of WordPress, themes and plugins
- Some understanding of servers, hosting, domains, email, databases and DNS
- Incredible attention to detail
- Ability to communicate and deliver at all levels
- Self-motivated and energetic
- Ability to identify opportunities and make sales
- Business and commercial acumen
- Strong analytical skills
- Excellent computer skills
- The ability to manage projects from brief to delivery
- The ability to pre-empt and find solutions to potential issues during projects
- Great problem solving skills
- The ability to assist with billing and invoicing, prepare quotes and control budgets
- Effective written communication and negotiation skills
- The ability to give accurate timescales

Preferred Experience Required

- Knowledge of web based CMS's
- Database administration
- HTML and CSS
- Email marketing platforms such as MailChimp and dotMailer
- Business networking and lead generation



***FROM TIME TO TIME YOU MAY BE REQUIRED TO UNDERTAKE
REASONABLE DUTIES WHICH ARE OUTSIDE THIS JOB DESCRIPTION.***

Salary Band on Appointment: TBC

Hours: Full time

Location: Paintworks, Bristol

Other Benefits: TBC

To apply for this role, please email an up to date CV with covering letter to Zoey O'Neill – zoey@gosoto.co by Friday 11th August 2017. Please include some information in your covering letter on why you're interested in the role, your availability and why specifically you'd like to work at Soto.