

Account Manager

This is who we are

Parcellly is a Series-A funded scale up with large blue-chip accounts in the UK and the US. We are expanding in Europe and Asia-Pacific – and we need your help. Our product is a powerful solution which allows bricks and mortar businesses to activate any redundant space as storage space for a variety of ecommerce and logistics needs.

Role

We are looking for Account Managers to join our team. This is a rare opportunity to become a critical member of a rapidly growing global business. The ideal candidate will be able to appropriately identify the operational and commercial needs of both new and current customers in order to aid customers directly in their success using our product. This will be done by developing an appropriate level of communication with clients and internal team members to better understand and mitigate any issues the customers may face. This is an excellent role for a commercial and outgoing individual who enjoys building and maintaining relationships and overcoming any challenges.

Location

Parcellly Office Bristol

Responsibilities

- Work cross-functionally within the company to communicate with all stakeholders in our customers' success
- Maintaining and growing relationships between Parcellly and our top UK B2B partners and network locations through strong communication both face-to-face and remotely
- Driving account performance through data analysis and industry knowledge to measurable transaction volume and growth potential through Parcellly
- Driving market growth through data analysis and problem-solving to maximise market share growth for Parcellly
- Pricing, negotiating contracts and terms of partnerships
- Liaising with our operations and finance colleagues and stakeholders to improve operations for your accounts
- Working with marketing teams to launch campaigns to accelerate new and existing account growth



- Innovating and presenting new ideas to increase Parcelly's growth in your accounts and across our national and international markets
- Working with your managers to develop and implement the growth strategy for your accounts
- Being an expert for your accounts and their industries. This means knowing their products and industry landscapes inside and out and being the face of Parcelly to their industries.
- Manage all reporting about the health of customers' accounts

Qualifications

- 3+ years' experience in account management, commercial, and/or growth teams
- Effective relationship-building and communication skills face to face, via phone, or email
- Strong commercial acumen and foundation data analysis skills
- Results orientated, with a track record of achieving targets
- Self-starter, hard worker and well organised with demonstrated ability to take the initiative and solve problems under pressure and if necessary, through sheer persistence

Compensation

The job comes with a starting salary at or above market, with the potential to earn and grow an equity stake and numerous other perks

Process

1. Please submit your pdf resume (CV)
2. First 30-minute video interview with the team if profile suitable
3. Take our online test ~45 minutes
4. Then 1 x 60-min video interviews with team
5. 2x references