



## **BUSINESS DEVELOPMENT MANAGER – FULL-TIME**

### **About Us**

Parcelly is a new smartphone based service allowing consumers to collect their online purchases and parcels close to home, work, or wherever is most convenient for them. Launched in December 2014, we are operating today a network of more than 600 parcel collection points in Greater London and the rest of the UK and we are growing every day, so this is a hugely exciting time to join!

### **The Role**

The Account Manager ensures the successful adoption and use of Parcelly across all stakeholders in the entire supply chain. This role is the primary point of contact for partnerships and prospects and also handles all escalation management to the appropriate internal groups.

The candidate will understand their partners' business objectives and act as their trusted advisor for using Parcelly most effectively. They will gather partner feedback and requests while working with internal teams to help align our product roadmap. This role needs to communicate effectively across multiple departments and partners in different industries, have the ability to shift gears at a moment's notice, and enjoys the challenges of providing excellent service in a fast paced environment. This is an amazing opportunity for someone looking to join in the early stages of a rapidly growing technology startup.

Your role will involve a variety of different responsibilities including:

- Assisting the CEO with the **development of new B2B business partnerships**
- Work closely with **marketing and product development** to identify new business opportunities
- Preparing and delivering **sales pitches** and **coordinating sales campaigns** and follow up emails or letters
- Handling **inbound sales requests/new location requests**
- Training new locations on the Parcelly process
- Supporting in all marketing efforts with responsibility to contribute towards strategy and execution
- Assisting with the **company database** and **customer support**

The company is based in Interchange Triangle, London NW1 8AB.

### **About You**

- 2+ years of customer success experience in a national or international corporation
- Excellent communication skills both with customers and within an organization
- Strong track record of identifying customer needs and successfully implementing solutions
- Ability to manage multiple customer projects simultaneously at various stages of the on boarding process

- Ability to triage customer issues and coordinate with other departments towards resolution
- Takes an active interest in opportunities to increase customer satisfaction and deepen customer relationships
- Proficient at differentiating products particularly with respect to other competitive offerings
- Comfortable and willing to be a hands-on contributor
- Experience with enterprise SaaS vendors preferred
- Bachelor's degree or higher required

**What We Offer**

- Working for “one of the most innovative startups in B2C delivery”, awarded numerous times ([www.parcelly.com/about](http://www.parcelly.com/about)) with plenty of scope for personal development
- Work alongside the founding team, the role is focused on supporting in all elements of the growth strategy and to get involved in the design, build and roll out of the next batch of our service and product development
- For the right candidates there are also several full time roles available

**Role based on 40hrs/week, salary + travel expenses plus incentives and bonuses.  
Internship starting immediately and we recruit all year round.**

**To apply, please send us your CV and tell us briefly why you want to work with us:  
[careers@parcelly.com](mailto:careers@parcelly.com)**