

Job Description

Job Title: Account Manager

Location: Malvern, Bristol or remote with additional international travel

Reporting to: Head of Global Partner Sales

Contract: Full-time: 37.5 hours per week

The Company

Smartbox creates technology that gives a voice to people who don't have speech. Our products include a combination of specialist hardware, software, and content, and they are used by people with disabilities across the world.

We are one of the leading companies in the field and pride ourselves on our innovative products and high levels of customer service. Everything we do is driven by a passion to improve the lives of people who use our technology.

At Smartbox, we believe everyone has the right to a voice. This is the principle the company was founded upon nearly 20 years ago, and it remains true today. Our users represent a diverse community of individuals, and we strive to support them by promoting an inclusive culture within our team.

The Smartbox Head Office is in Malvern, Worcestershire. We have a second major office in Bristol and a smaller one in Pennsylvania, US.

The Job

We are looking for a passionate and solution-oriented account manager to join our Global Partner Team and be responsible for managing key accounts across the globe.

To be successful as an account manager, you should be able to manage, develop and grow your accounts with strong account management plans, ensure client satisfaction by listening to their needs, delivering products and services that meet or exceed their expectations.

The account manager will be a key member of the global partner team, responsibilities will include maintaining an in-depth understanding of our business and offerings, developing and executing strategic plans to foster account growth, nurturing and fortifying client relationships, with a focus on identifying prospects for new business, and collaborating with internal teams to deliver on client expectations and lead on projects.

The role will be interesting and varied with no one day being the same and will suit someone with drive and a dynamic and adaptable nature as well as having strong attention to detail and motivated to succeed and achieve targets.

Duties will include:

- Identify opportunities and support our partners in developing and achieving sales growth in their markets.
- Deliver excellent customer service and achieve sales targets in key markets.
- Seek new markets and partners for sales growth and development and build and deliver robust go to market plans
- Conduct professional and informative sales presentations and product events including product information days with different client groups.
- Ensure the customer has an exceptional experience dealing with Smartbox products and services through training and other initiatives.
- Learn about our partner's markets in detail. Particularly funding channels, competitors and competitive products and assist in identifying areas of improvement.
- Build and maintain strong and personal client relationships, focused on listening to their needs.
- Work with partners to identify challenges within their markets and support them with our products to find a solution.
- Develop and maintain relationships with Key Opinion Leaders in the market.
- Share expertise and best practices with internal colleagues.
- Attend industry conferences to network and develop industry expertise.
- Lead on internal and external initiatives to support growth
- Provide market intelligence to identify product and service improvement areas.
- Provide feedback to R&D teams to promote product development of existing and new products ranges
- Regularly feedback about opportunity pipeline and report on key account plans
- Collaborate with the global partner and marketing teams to develop effective strategies for promoting Smartbox products and services through partners, ensuring revenue growth.
- Provide training and support to partners, enabling them to effectively market and support Smartbox products

The successful applicant will also be asked to perform other duties on an ad-hoc basis and will need a proactive attitude to this.

Essential skills/attributes

- 2+ years experience as an Account Manager or relevant sales role or Knowledge and experience of AAC and assistive technology.
- Experience in managing multiple account portfolios.
- Willingness to understand and be compassionate towards the needs of AAC users.
- Excellent communication, interpersonal, and negotiation skills, enabling effective interactions with clients and internal teams.
- Possession of a full, clean driving license to facilitate travel for client meetings and business needs.

- Excellent customer service skills.
- Ability to use all Microsoft Applications including Outlook, Excel and Word.
- Confident communicator and a keen interest in relationship building.
- Excellent presentation skills.
- Proactive and ability to maintain an upbeat and positive attitude at all times.
- Strong work ethic.
- Good time-management skills with a problem-solving attitude.
- Highly motivated and able to work in a self-directed, fast-paced entrepreneurial environment.
- Highly proficient with technology.

Useful skills/attributes

- Degree or equivalent experience in business development
- The ability to speak another language.
- Clinical background (either Speech and Language or Occupational Therapy).

Additional Information

- In this role, you will have the flexibility to work between your home and our office locations in Malvern and Bristol.
- You will meet and keep in regular contact with other teams in the business.
- Our working day typically runs from 9:00 – 17:30, however, we offer flexible working between 7:00 – 19:00 across the business.
- The nature of this role will require you to travel internationally, including overnight and some weekends working occasionally. At times you will need to work outside of standard hours, particularly when travelling overseas. A valid passport is essential.
- You will arrange your travel and accommodation with selected providers.
- A full set of Smartbox equipment will be provided and you will be responsible for keeping this up to date.
- You will need to maintain a deep understanding and knowledge of all our products and their uses.

Rewards and benefits

Smartbox offers comprehensive benefits including:

- Car allowance.
- Company Pension.
- Group Life Assurance.
- Income Protection.
- Private Medical Insurance.
- 25 days holiday plus public holidays.
- Onsite parking (Malvern office).
- Flexible working.
- Cycle scheme.
- Office snacks.
- Annual Charity Day.
- Long Service Award.
- Training and development opportunities.

- Complimentary theatre and cinema tickets to Malvern Theatres.
- EV car scheme through salary sacrifice after successful competition of probation, due to role requirements, the norm is after 2 years of service.
- Corporate gym membership discount.
- Social events including team outings and get-togethers.

How to apply

We welcome applications from all communities and those from diverse backgrounds and groups. Please outline your experience and ability to excel in this role within your cover letter.

Diversity & Inclusion

We are proud to be a Disability Confident Employer and one of the sponsors for Purple Tuesday- the #1 brand working to improve the experiences of disabled people as customers 365 days a year. We are fully committed to the employment and career development of disabled people. To ensure everyone has an equal chance, we're always willing to make reasonable adjustments to the recruitment process. Should you require further assistance or require any reasonable adjustments to be put in place to better support your application process, please do not hesitate to contact us via email: jobs@thinksmartbox.com.

Corporate responsibility

At our company, we are driven by a passion for making a positive impact on society, minimizing our environmental footprint, and meeting the needs of our stakeholders. We have been actively working towards becoming B-Corp certified, aligning ourselves with a global movement dedicated to eradicating poverty, protecting the planet, and fostering lasting prosperity for all. To learn more about our commitment to sustainability, please visit this link: [Corporate Responsibility and Sustainability](#).