



Job Description

Job Title: Account Manager – Global Partners
Location: UK Wide with regular International European travel
Reporting to: Head of Global Partners
Contract: 5 days a week (full-time)
Salary: £35K with a car or car allowance

The Company

Smartbox creates technology that gives a voice to people that don't have speech. Our products include a combination of specialist hardware, software and content and 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 that use our technology.

At Smartbox we believe everyone has the right to a voice. This is what the company was founded upon nearly 20 years ago and remains true today. Our users represent a diverse community of individuals and we want 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

The Account Manager role focuses on supporting our network of international resellers to help them grow within their territory. We believe that we develop long term and mutually beneficial relationships with these customers by committing to listening to their needs and delivering products and services that meet or exceed them.

Our network of Global Partners sells our products in over 40 countries around the world. We are looking for a talented individual to join our team to support a number of accounts internationally as we look to help these partners succeed.

Duties will include:

- Identify opportunities and support our partners in developing and achieving sales growth in their markets.
- Identify new markets and partners for sales growth and development.
- Ensure the customer has an exceptional experience of 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.
- 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.

Smartbox

- Conduct professional and informative sales presentations and product events including product information days with different client groups.
- Develop and maintain relationships with Key Opinion Leaders in the market.
- Share expertise and best practices with internal colleagues.
- Provide market intelligence including competitor pricing to identify product and service improvement areas.
- Provide monthly opportunity pipeline and report on key account campaigns.
- Attend industry conferences to network and develop industry expertise.

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

- Fluent in verbal and written English.
- Knowledge and experience of AAC and assistive technology.
- Understanding and compassion towards the needs of AAC users.
- Confident communicator with excellent presentation skills.
- Comfortable with developing and maintaining relationships with clients.
- Ability to maintain an upbeat and positive attitude at all times.
- Strong work ethic.
- Strong time management skills.
- Highly motivated and able to work in a self-directed, fast-paced entrepreneurial environment.
- Highly proficient with technology.

Useful skills/attributes

- The ability to speak another major language.

Additional Information

- Our operating business hours are 9:00 am – 5:30 pm and we require our teams to be available during these times. However, we operate a flexible working arrangement and agree that you may co-ordinate your personal working hours between the hours of 7 am – 7 pm with prior agreement with your line manager.
- The nature of this role will require you to travel internationally regularly, including overnight and some weekend work.
- You will need to maintain a deep understanding and knowledge of all our products and their uses.
- You will meet and keep in regular contact with colleagues and provide regular reports on key accounts.
- A full set of Smartbox equipment will be provided and you will be responsible for keeping this up to date.
- You will arrange your own travel and accommodation with selected providers.
- There will be opportunities to submit papers and present at international exhibitions.



Rewards and benefits

Smartbox offers comprehensive benefits including:

- Company Pension
- Group Life Assurance
- Income Protection together
- Private Medical Insurance
- 25 days holiday plus public holidays
- Onsite parking
- Laptop provided
- Flexible working
- Cycle scheme
- Office fruit
- We are passionate about our people and offer many social events including a family weekend away, social outings and a Christmas party each year

We welcome applications from all communities and those from diverse backgrounds and groups.