

Account manager @ Amoobi

The opportunity

We have a unique opportunity for a talented individual to join a fast-growing scaleup.

Amoobi is a flourishing in-store analytics specialist, operating from its North American office in New York and head office in Belgium. We're growing fast in Europe and North America and want to capture the market opportunity by expanding our sales team with an Account manager.

Amoobi has built a unique & privacy compliant solution based on 3D optical sensors, allowing us to automatically measure the customer journey inside a store. We convert these customer tracks into insights that help retailers optimize their store concept, category management and checkouts. We don't just provide data analytics but we add value by interpreting the data and helping our clients convert the numbers into strategic actions. We have experience with leading retailers and CPG companies across the world, including Walmart, Ahold Delhaize, Aldi, CVS, P&G, AB InBev, L'Oréal, to name a few.

You will join the Belgium team as Account manager/director, and will be in charge of managing our key accounts. As we currently are a small but fast-growing team, we are looking for someone with a hands-on, entrepreneurial and result-driven mindset, who can bring new and creative ideas to the table. Your role will be all about creating customer success, by identifying and fulfilling our client's needs to enhance our product/market fit and to ensure continued strong partnerships. Performance evaluation is based primarily on customer success and license renewal rate. Depending on your experience and skill set, you may be involved in certain business development meetings with prospective clients. As part of the sales team, you will report directly to the CEO.

You will be in charge of managing our key accounts across Europe - your role is to drive customer engagement and act as a shopper insights specialist by delivering bespoke analysis and recommendations to our key client stakeholders. As an Account Manager/Director, you help our clients transform the data into meaningful insights that will allow them to take strategic actions, ultimately leading to a strong ROI (increases sales and/or reduced costs). You'll work closely with our US team to share knowledge and best practices.

Role and responsibilities

Account management

- Strategically foster and nurture client engagement, to make sure that our clients are fully exploiting the value of our solutions and to reassure a continued partnership with Amoobi.
- Train & support clients, so they move to a model where they use our product without relying on our consulting services (or reduce the consulting to a minimum)
- Lead project management with clients for new installations (point of contact with client's project team to make sure the sensors are installed and ready to start collecting data).
- Lead the consulting work we provide to clients and partner with the Amoobi sales manager to ensure a powerful & relevant analysis.
- Present insights and recommendations to client stakeholders, together with sales manager
- Prepare quarterly and yearly account plans for each key account
- Maintain close working relationship with product manager to share feedback, concerns and requests from clients, helping Amoobi to reach the full product/market fit.

Sales Development

- Develop a client network and cultivate relationships at all levels that enhance Amoobi's position, leading to incremental business.
- Map the client's organizational structure and identify the internal champions and sponsors, but also the gatekeepers and potential detractors.
- Identify the biggest growth opportunities and create a plan to convert them (together with the sales manager), and quarterly targets accordingly. Negotiating and closing deals remain the responsibility of the sales manager.

Desired Skills and Experience

The ideal candidate will have the following experience:

- Retail/CPG experience (merchandising, category management, analytics, consumer insights are a plus)
- Strong analytical skill set with the ability to understand the problems and to present key findings & actionable recommendations.
- Ability to quickly understand, challenge and work with data & metrics.
- Ability to take the lead in a project and being comfortable managing relationships with senior stakeholders.
- Master's Degree
- We welcome candidates with different levels of experience but some retail/CPG experience is mandatory.

The ideal candidate will also possess the following skills:

- Proficient in Microsoft Excel and Powerpoint.
- Comfortable learning complex software tools.
- Problem-solving & continuous improvement mindset.
- Well-structured and organized with the capacity to adopt a helicopter view.
- Excellent oral and written communication skills in English (mandatory) and either French or Dutch - you're comfortable presenting to all levels within the organization.
- Stress-resistant, able to work on tight deadlines.
- Quick learner and able to work independently.
- This role is based in Nivelles, Belgium but we have always offered (even before the pandemic) large flexibility for home working.

Finally, the candidate should share our company values:

- Strong commitment to provide high quality
- Team player
- Work hard & play hard
- Commitment: go above and beyond to deliver
- Honesty

To apply

Send your CV and a short note about why you think you are the right candidate.

Email : jobs@amoobi.com