



Company Name: ProProcure Limited - www.proprocure.com

Location: Gerrards Cross, Buckinghamshire SL9 8BQ

Salary Package: Competitive salary + benefits

Job Title: Client Engagement / Account Manager

The Company:

ProProcure is a SaaS technology company that works with some of the world's leading brands across 150 countries.

Our cloud based procurement platform Geneus is a game-changer for unified catalogue management and real guided buying. It's not just a small step forward for marketplace, catalogue and tail spend innovation, but a larger leap for allowing employee usability and right-sized controls.

Our clients reap the benefits of lower total costs through volume aggregation, improved spend compliance, and higher end user adoption. Our users benefit from a simplified automated online process - getting the right product, at the right price from quality assured suppliers.

We are small but ambitious, and have exciting plans to expand our clientbase over the next 2 years as we push into our next stage of growth.

Working for us:

We are small and dynamic, and pride ourselves on being agile through innovative concepts and ideas, created and delivered in a responsible manner offering great value for both our employees and clients.

The culture of our business is reflected in our values:

- Integrity - Demonstrating openness and honesty at all times
- Passion - Believing in our business and caring for our Clients
- Respect - Recognising each others differences and strengths

The Role:

We are seeking an experienced Account Manager to join our small committed team. To support the growth of our existing clients and to support the New Business Development function in embedding new clients.

The Responsibilities:

Responsible for the growth of agreed client portfolio. Through client engagement and relationship management by developing a loyal client base, creating high levels of advocacy

- Develop a client engagement strategy to meet agreed budgets and business growth objectives
- Management of client portfolio profitability and satisfaction to defined targets set by the business
- Develop and maintain long-term sustainable relationships with key stakeholders within the client portfolio - become a trusted advisor
- Utilise client relationships to identify growth and referral opportunities aligned to client engagement plans. Responsible for the development and implementation of the client Base management strategy



- Provide pre-sales support to new business team and ensure a smooth transition of new business into Client Services establishing strong relationships with new clients
- Delivery of all up selling and cross selling objectives for the fiscal year to agreed targets within client portfolio
- Use data analytics to drive engagement with clients and reporting for internal stakeholders
- Liaise with internal functions to feedback client requirements for tactical engagements
- Provide client insight to internal product team to develop future product capabilities aligned to business strategy

To succeed in this role you should possess....

- 3 to 5 years experience working in an Account Management function preferably with technology product offering
- A genuine drive and desire to excel
- Ability to demonstrate good commercial acumen
- Strong analytical skills
- A consistent, systematic and enthusiastic approach
- Good verbal and written communication
- Ability to create and deliver impact presentations and demonstrations
- Good organisation, time management skills and attention to detail
- The ability to work independently and as part of a team
- A desire to help people and provide an exceptional level of service
- Good numerical skills to interpret data
- The ability to work under pressure in a multi-tasking environment

The successful candidate should live within a commutable distance of our offices based in Gerrards Cross, Buckinghamshire.