

Recruteur	23D1678440560
Référence	Account Manager
Titre de l'offre	As an Account Manager, you will be responsible for retaining and building Bigblue key accounts, the most promising European D2C brands, and play a central role in their success.
Description de la mission	<p>Build a genuine, long-term partnership</p> <ul style="list-style-type: none"> - Build and maintain strong relationships with merchants in your portfolio - Support the various stakeholders in their day-to-day use of the Bigblue service - Be a trusted advisor and a business advocate for our merchants <p>Grow hand-in-hand</p> <ul style="list-style-type: none"> - Contribute to our merchant's strategic development and identify metrics that drive growth - Manage and deliver against complex goals where strategy is not defined. Make tradeoffs between short-term customer needs and longer-term company investment - Identify new opportunities and upsell <p>Champion customer excellence</p> <ul style="list-style-type: none"> - Study positive and negative merchant's feedback trends. Establish improvement plans and manage expectations - Use customer feedback and market trends to contribute to the development of new features and improve merchants' experience with Bigblue - Identify and optimize internal improvements that can benefit a large set of customers (e.g. driving efficiencies through tools and processes).
Type de contrat	CDI
Télétravail	Non spécifié
Client	BIGBLUE
Description de la société	<p>As Amazon is pouring billions into its e-commerce infrastructure, independent brands are struggling to offer the same level of trust and experience to their customers. They're now faced with a difficult choice: hop onto the Amazon train or lose customers every day. Bigblue helps independent brands fight back. Together with companies like Stripe and Shopify, we're arming the direct-to-consumer rebellion. Shopify powers their e-shop, Stripe makes payment trivial, and we, Bigblue store and deliver their products around the world.</p> <p>Founded in 2018, we have raised \$18M, and we are now more than 90 employees working from our offices in Paris, Madrid, London, and remotely.</p>
Localisation	Paris
Pays	France
Description du profil	<p>Requirements □□</p> <ul style="list-style-type: none"> - 1+ year of experience in a CSM/Account Management/Sales position - Doer-mentality - Hustling multi-tasker and thrive in a fast-paced environment - Not afraid of operational day-to-day - Problem-solver -Exceptional written and verbal communication skills in French and English - Excellent interpersonal skills <p>BONUS POINTS FOR □□</p> <ul style="list-style-type: none"> - Entrepreneurial spirit - Passion about digital and making life simpler with technology - Challengers: you like solving new problems and are never settling for how something 'has always been done' - Fluency in Spanish - Passion for cosmetics industry
Profil	

Secteur	Services aux entreprises autres
	Transport & Logistique
Langue	Anglais
	Espagnol
	Français