

ACCOUNT MANAGER (M/F)

Linkfluence is a leading Social Media Intelligence company, offering a unique approach which enables organisations to monitor, analyse and leverage social media. Founded in 2006 in France, the company has more than 350 clients worldwide including brands, agencies and public organisations including Danone, Sanofi, McDonald's and Publicis. Linkfluence is the market leader in France, and achieved more than 50% yearly growth in the past 3 years. Linkfluence has offices in France, UK, Germany, Spain, China and Singapore. The Linkfluence offering combines Radarly, a leading Social Media monitoring & engagement tool, and cutting-edge Social Media research approaches, such as network analysis. Radarly analyses more than 130 million posts published by 300 million sources in 61 languages each day. You will be working with a young, energetic and rapidly growing international team of 200 people. We are looking for passionate and smart people to help us shaping next generation social media intelligence (SMI) software.

MISSIONS

Linkfluence is looking for an Account Manager to sustain the company's rapid growth and act as a cornerstone in customer relationship and support.

You will work alongside a team of passionate Account Managers to retain and develop our existing client portfolio. Your missions will include:

- Guaranteeing optimal customer service and accompanying clients on daily basis.
- Managing customer satisfaction.
- Advising clients and partners on Radarly and associated services.
- Coordinating with internal teams (Research department, Engineering, Product, Solution Services etc.)

You will be in charge of:

- Retaining, understanding, identifying and negotiating new business opportunities within your portfolio.
- Pushing improvement propositions for processes in place.
- Helping on implementing client projects: advising clients on their projects
- Developing customer loyalty by offering additional services (studies, new dashboards, etc.)

ABOUT YOU

- Significant experience in managing large accounts in France and abroad.
- At least one successful experience in project management or sales in the field of Social Media Intelligence or analysis of plurimedia data.
- Passionate about the digital ecosystem and in-depth knowledge of online media and the social web.
- Enthusiastic with great interpersonal skills.
- Proactive, rigorous, organized and autonomous.
- Fluent in English

COMPENSATION AND ADVANTAGES: competitive salary, health insurance, meal vouchers

START DATE: Asap

CONTRACT TYPE: Permanent

PLACE OF WORK: 5 rue Choron – 75009 Paris (public transport : Métro line 12 – Station Notre-Dame-de-Lorette, Métro line 7 – Station Cadet)

*We are looking forward to getting to know you better!
Send us your resume and tell us the reasons why you would like to work with us at:
jobs@linkfluence.com*