

ACCOUNT MANAGER

Linkfluence is a leading Social Data Intelligence company, offering organisations a unique approach to monitor, analyse and leverage social media. Thanks to our social media intelligence platform Radarly and the associated services, Linkfluence captures and analyses more than 200 million posts per day from over 300 million sources in 61 languages.

Founded in 2006 in France, Linkfluence has more than 200 talented people in its offices in the UK, France, Germany, China and Singapore and is growing strongly. We work with over 350 brands, agencies and public organisations including worldwide-known companies such as: Danone, LVMH, Orange, AirBnB, Infinity, Publicis...

You will be working with a young, energetic and rapidly growing international team. We are looking for passionate and smart people to help us shape the future of social data intelligence.

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 the UK 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
- Excellent level of English

SALARY: Competitive + uncapped commission

START DATE: Asap

CONTRACT TYPE: Permanent

PLACE OF WORK: Primrose Street, London. We work in edgy co-working space in London offering numbers of free activities and the opportunity to networks and socialise outside the team.

Send us your resume and tell us the reasons why you would like to join us at:

jobs-uk@linkfluence.com