



Company Network Manager exists over a decade in the IT Market, and has built a significant presence and reputation, acquiring many valuable references in the industry. We are specialized for network solution, technology development, R&D and the highest level of services. Plum iTV team is one of the leaders in the design, development and delivery of multi-screen service platform. Plum iTV provides functionalities that allow watching interactive TV and constantly develops new features and functionalities.

We are looking for position:

## **Account Manager**

### **Job brief**

We are looking for an Account Manager to create long-term, trusting relationships with our customers. The Account Manager's role is to oversee a portfolio of assigned customers, develop new business from existing clients and actively seek new sales opportunities.

### **Responsibilities**

- Serve as the lead point of contact for all customer account management matters
- Build and maintain strong, long-lasting client relationships
- Negotiate contracts and close agreements to maximize profits
- Develop trusted advisor relationships with key accounts, customer stakeholders and executive sponsors
- Ensure the timely and successful delivery of our solutions according to customer needs and objectives
- Clearly communicate the progress of monthly/quarterly initiatives to internal and external stakeholders
- Develop new business with existing clients and/or identify areas of improvement to meet sales quotas

- Forecast and track key account metrics (e.g. quarterly sales results and annual forecasts)
- Prepare reports on account status
- Collaborate with sales team to identify and grow opportunities within territory
- Assist with challenging client requests or issue escalations as needed

### **Requirements**

- Proven work experience as an Account Manager, Key Account Manager, Sales Account Manager, Junior Account Manager or relevant role
- Demonstrable ability to communicate, present and influence key stakeholders at all levels of an organization, including executive and C-level
- Solid experience with CRM software and MS Office (particularly MS Excel)
- Experience delivering client-focused solutions to customer needs
- Proven ability to juggle multiple account management projects at a time, while maintaining sharp attention to detail
- Excellent listening, negotiation and presentation abilities
- Strong verbal and written communication skills
- BA/BS degree in Business Administration, Sales or relevant field
- Fluent speaking and writing English language skills
- Driving license "B" category

Your CV with cover letter please send to [hr@networkmanager.rs](mailto:hr@networkmanager.rs)