

<b>Role</b>	Account Executive
<b>Team</b>	Commercial
<b>Line Manger</b>	Account Director
<b>Date</b>	3rd January 2019
<b>Full/Part Time</b>	Full-time
<b>Salary</b>	up to £25,000 (plus bonus)

**Role Description**

If you are an Account Manager that has a collaborative approach to working, is adaptable and relishes owning complex problems in a dynamic and challenging (but very enjoyable) working environment then this could be the ideal role for you.

We are a small, friendly organisation that is growing quickly and which therefore throws up all of the challenges you may expect in a start-up. The ideal candidate will be interested in helping the business grow and mature through the introduction of new ways of working and the application of experience learnt elsewhere in parallel with delivering projects to time, cost and quality. In return, we are well aware that you have your own aspirations and we want to contribute towards your development, whether this is via training, mentoring or something else that you value.

The successful candidate will relish the breadth of responsibility required to work in a smaller organisation and will appreciate the importance of full service account management. You will have excellent relationship skills with an ability to understanding our client's business, identify the obstacles they face and opportunities that exist. You will also have excellent organisational skills with ability to prioritise and manage a large work load.

Responsibilities will include:

- Capture client's on-going requirements, respond promptly to client enquiries, ensure both client and internal management are kept up to date on all account activity
- Cultivate a strong working relationship with our clients based on our core brand value
- Provide customer insight data to clients to demonstrate trends, service activity and service improvements.
- Assistance on internal projects which will impact our clients directly.
- Data analysis to provide insight to clients to further improve revenue and performance.

**Knowledge, Skills & Attitudes****Skills:**

- Commitment and enthusiasm
  - Plenty of common sense with an ability to creatively work through problems
  - Ability to innovate and challenge existing ideas
  - Ability to communicate ideas and concepts clearly to both internal team members and external clients
  - Good written, verbal and presentation skills
  - To work in an organized, methodical manner
  - Strong interpersonal and communication skills with the ability and confidence to maintain relationships with clients of varying levels of seniority
  - Commercial acumen, drive and initiative to identify and champion opportunities for account growth.
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## Knowledge:

- Experience of independent account management and sales, preferably in the arena of digital marketing and digital products and services in multiple territories;
- Understanding of the mobile telecommunications, digital marketing and/or payments industries; and
- Experience of working in small and/or entrepreneurial businesses.

## Attitudes:

- Accountable
- Adaptable
- Collaborative
- Positive
- Enthusiastic

## Company Description

Infomedia is an exciting Fintech business that applies micro payments to consumer's mobile phone accounts on behalf of brands, using a technology called Direct Carrier Billing. The company has been growing at the rate of 50% per year for the last 5 years and appeared in both the Sunday Times TechTrack 100 and the Deloitte Fast 500 once again in 2017. We currently operate in Europe and the Middle East and are expanding into the Far East and Africa.

Established in 1991, Infomedia has transitioned with changing consumer behaviour on the mobile platform to become one of the most trusted global players in the Direct Carrier Billing (DCB) market. The business continues to grow rapidly with unique global carrier relationships and a current reach of over 200 million customers transacting over its platform. Infomedia's revenue has grown by an average of 49% YoY over the last five years by developing new use cases for direct carrier billing, ignoring short-term traditional Value-Added Service (VAS) revenues and focusing on launching compelling new services tailored for DCB.

Infomedia has a fully-managed service offering. This allows brands and carriers to simply 'plug in and play' to start generating revenue from micropayments on mobile. Services are typically live within weeks and generating a ROI within a few months. Infomedia enables carriers to leverage their current billing system and relationship with the customer to increase ARPU (average revenue per user) and allows brands to monetise digital in a way that is suited to growing consumer trends for frictionless payments, snacking content and the micro subscriptions.

The team has ambitions to maintain its steep growth curve by further expanding internationally and enabling a broad range of brands from publishers to car parks to maximise revenue on the mobile channel. At the same time, Infomedia is committed to driving quality in the market and working with regulators to create a more modern compliance framework that allows brands and carriers to benefit from the demand for frictionless mobile payments whilst safeguarding consumers.

**Please send your CV to [hr@infomedia.co.uk](mailto:hr@infomedia.co.uk)**

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