



## Returnity Job Specification

**Job Title :** Account Manager  
**Company Name :** Returnity Pty Ltd.  
A Photon Group Company  
**Department :** Sales

This position is responsible for owning and maintaining positive client relationships. The Account Manager focuses on program growth and strategic thought leadership in addition to overseeing day-to-day processes, relationships and issue management.

### Essential Job Functions:

#### Client Relationship

- Serve as main point of contact within Returnity for client.
- Has good understanding of client's program goals and objectives.
- Holds the primary responsibility within Returnity for developing and maintaining a successful relationship with clients

#### Client Growth –

- Responsible for presenting clients with the full-spectrum of Returnity products and services.
- Contributes to client growth plans drive revenue and follow a strategic, lifecycle management plan.
- Responsible for executing client growth plans that drive revenue, establish contact frequency and follow a strategic, lifecycle management plan (with Account Director).
- Engage with and manage support from Strategic Services, Web Solutions, Development and Production as needed to support client growth.
- Coordinate and lead periodic account reviews. Identify potential client projects.
- Responsible for proposing project pricing and managing client pricing discussions

#### Client Management –

- Responsible for managing client Severity 1 issues.
- Responsible for managing daily/weekly/periodic communication needs for the client.
- Responsible for reviewing and understanding assigned client contract structure and status.
- Responsible for planning and coordination of all client support needs.
- Service clients as needed based on client type and lifecycle management and account plans.
- Manages all client projects and delegates smaller projects as necessary to other team members

#### Revenue Management –

- Responsible for maintaining and growing client revenue.
- Responsible for forecasting client revenue accurately on a weekly basis with the assistance of team members assigned to client.

- Responsible for managing the preparation of monthly billing sheets for their assigned clients accurately and on-time with the assistance of team members.
- Participate in contract renewal management including SOW creation.

**Client Program Performance –**

- Provide high-level strategic thought, best practices, quarterly benchmarks and analysis.
- Determine client program reporting needs.
- Coordinate standard and custom report creation and delivery using team members and other department resources.
- Provide analysis on basic campaign reports as needed and on recurring custom reports.

**Knowledge, Skill, and Abilities:**

- In-depth knowledge of email, on-line, interactive marketing
- Expert in day to day client relationship management
- Experienced and collaborative team player
- Proficient in CRM-related database technology solutions
- Proficient in project management

**Education, Experience, and Certification:**

- University graduate – Business, Commerce, Marketing or E-commerce preferred
- 3+ years experience managing client relationships
- Email or Interactive Marketing and agency setting strongly preferred

If you are interested in this position, please send your details to [info@returncity.com](mailto:info@returncity.com)