

THE : FUTURE : LABORATORY

JOB DESCRIPTION

Job Title:

Senior account manager, Asia Pacific

Department:

Client development (this role is based in Melbourne, Australia)

Reporting structure:

Role reports to: Business development director (team leader)

Team members: Client directors, account managers, business development directors, business development manager, project director, project managers, resource manager, head of marketing, brand & content marketing manager, marketing assistant

Summary of company:

The Future Laboratory is a strategic foresight consultancy. Since 2001, we have prepared clients for the future by giving them the confidence to take the decisions today that will create transformative growth tomorrow. We have grown into an organisation with international reach and are headquartered in Spitalfields, London. The Future Laboratory has foresight at the heart of everything we do. As an organisation we are inspiring, knowledgeable, forthright, charismatic and independent. We believe what we deliver is unique and game-changing, and we are committed to being ethical, diverse, responsible and socially minded.

Key responsibilities:

- : Create, execute upon and own a detailed (and quantifiable) sales plan
- : Negotiate annual renewals of existing clients
- : Create, manage and implement strategic account plans across their portfolio (AsiaPac based TFL.com, LSN Global and Tier 1 clients)
- : Adhere to the customer service plan and all associated KPI's
- : Uncover and qualify opportunities for strategic consulting, branding and/or innovation projects
- : Proactively network across major client groups to secure a multi-level relationship with our clients
- : Provide training to members and ensure clients are engaging with the content by understanding their needs specific to their sector and role
- : Identify up-selling opportunities, selling across the entire product suite
- : Generate meetings at a senior/strategic level to ensure client retention and up-sell opportunity
- : Develop and ensure optimal internal relationships with peers, internal stakeholders and management
- : Ensure all data and pipeline is managed efficiently in our CRM system (Hubspot)
- : Create proposals and contract documents
- : Encourage member engagement with the product and business as a whole
- : Be an ambassador for The Future Laboratory

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- : Accurate forecasting and reporting of activity, pipeline and business closed on a weekly basis

Essential skills and experience:

- : Excellent sales, commercial and customer success skills
- : Excellent communication skills
- : Strong strategic planning skills
- : Ability to develop up-sell business from an existing base
- : Target-oriented and a proven track record of achievement
- : Ability to communicate at an executive level with gravitas
- : Ability to work well in a team environment and work autonomously
- : Excellent interpersonal skills and client relationship management ability
- : Attention to detail with high standard of computer literacy particularly in MS Office
- : Highly motivated