



Account Director | Job Description

Blended Working (2 days a week based in Cheltenham UK Office)

Ref: R00085

VoCoVo Company Overview

Every day, 50,000 people in 5,000 locations are doing business using VoCoVo technology. Our devices connect and deliver technology to deskless and remote workers.

VoCoVo is a leading voice & technology Challenger brand – many of Britain's biggest household names rely on our voice communication technology to connect their workforces: Tesco, Co-Op, TK Maxx, Primark. We work with big names, but we operate a lean team. 50 of our 80 employees work in Research and Development, leading the way in developing voice-activated software for business.

We're now ranked 5th in the Sunday Times Tech Track 100. We know we can better that.

Our year-on-year growth has been exponential, up 2,500% in the last 4 years. It's still accelerating. We can better that too. In 2022 our ambition is to expand further into the European and North American marketplaces. We're ambitious. We like a challenge.

We are now looking for an Account Director to drive exceptional customer satisfaction, build and nurture high-level relationships. You will be managing 4 to 6 high-value tier 1 retailer accounts.

You will be an experienced professional looking to join a company which will enable you to achieve a personal best, as well as a company best. We will back those who challenge us and in return we take care of their personal welfare and wellbeing.

We offer challenge, autonomy, personal growth and reward.

We require commitment, high performance, integrity and personal responsibility.

We are seeking an Account Manager who can match our game – and raise it.

Strongbyte Solutions trading as **VoCoVo**

Wychwood Business Centre, Milton Road,

Shipton-Under-Wychwood, Oxfordshire, OX7 6XU

T: +44 (0) 3301 373789 | E: hr@vocovo.com



Overview

We have a dedicated team of technically minded people with a passion for improving customer experience for our customers through more efficient communication. VoCoVo is a rapid growing telecoms company providing an integrated software and hardware solution to some of the biggest names in retail with customers across the globe.

Responsibilities

- Maintaining and growing relationships with tier 1 retailers at executive, managerial and operational level
- Driving and delivering exceptional customer satisfaction as the main point of contact for customers, feeding back to internal stakeholders
- Growing annual reoccurring revenue through upselling and identifying software opportunities
- Developing excellent relationships with key stakeholders internally and externally
- Working closely with the product team as the voice of the customer, sharing feedback and industry updates
- Organising and leading quarterly business reviewing with senior stakeholders for all your accounts
- Leading negotiations and drafting contracts for key client accounts

Requirements

- Previous account management experience working with tier 1 accounts and retailers
- Experience working in the voice technology or headset technology industries
- Driven and competitive
- Excellent attention to detail
- Ability to work to deadlines and timescales
- Strong contract and negotiation skills with the ability to draft SOW
- 50 miles from Cheltenham – 2 days a week in the office

If you are excited by this challenge then we want to hear from you.

To apply please forward your CV and covering letter, detailing why you feel this role is the perfect for you to hr@vocovo.com

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