

Job Description

Role | Head of European Accounts

Blended Working (3 days a week based in Cheltenham UK Office)

Ref: R00128

Overview

We are now looking for a Head of European Accounts to lead the growth of our European accounts team, driving record revenue numbers and new product uptake whilst improving overall customer satisfaction and building a high-performing team.

Responsibilities

- Lead sales growth in all of our existing accounts through the delivery and launch of new software and hardware products.
- Working with the Head of Product to deliver and build products that support our customers and should drive these upsells through your team.
- Build and lead a team that can deliver to all of our customers, meeting their needs and proactively selling products and services across Europe.
- Ensure our customer satisfaction remains high and needs are being met, and ensure they are getting the best of VoCoVo.
- Ensuring our customers receive the service and account management required, especially as we grow and expand.
- Growing the relationships held and ensuring we have senior level contacts.
- Lead and grow your team accordingly, ensuring that our customer needs are met and we can deliver against our targets and KPIs.
- You will take on a team of four Account Directors across Europe, implementing performance and development goals.
- Propose plans for growth across the next 3 years and provide budgets as required to the Global Sales Director.

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
- Located within 50 miles of Cheltenham – 3 days a week in the office

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



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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