

Account Manager - MEA

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Company: The Economist

Location: Dubai

Category: healthcare-practitioners-and-technical

Introduction

As the research and analysis division of the Economist Group, The Economist Intelligence Unit (EIU) helps leaders prepare for opportunity, empowering them to act with confidence when making strategic decisions. The EIU is the global standard in providing quality, actionable intelligence to the public and private sector, assessing issues that impact the marketplace for over two hundred countries.

The EIU currently has an opportunity for an Account Manager in our Dubai office. This is a client-facing role with frequent travel to meet clients, acting as the primary conduit between the client, EIU editorial analysts and EIU support teams.

The Account Manager will strengthen existing client relationships by developing personal contacts, creating relationships between clients and others in the EIU, and broadening the number of people in the client organisation that are exposed to the EIU. The improved client engagement that you deliver will lead to better retention rates, higher client investment and improved levels of customer satisfaction and loyalty.

Accountabilities

As the Account Manager, you will be expected to:

Meet and connect with existing strategic accounts across the region, maintaining relationships to ensure services are relevant to their business needs

Be responsible for negotiating renewal terms, implementing annual price increases and selling additional subscription services to the client

Have the ability to demonstrate EIU services and connect our capabilities with client needs

Achieve business growth through up-sell and cross-sell opportunities with existing clients

Identify risk within assigned accounts and work with internal and external stakeholders to present solutions

Own overall relationship with assigned clients, manage customer success activities such as coordinating onboarding and training of existing clients across specified product portfolios

Provide accurate monthly renewal forecasts/reports to management

Prepare timely sales reports, sales invoiced, pipeline, monthly, quarterly, and end year forecasts

Engage and share best practices with colleagues on commercial/sales matters

Utilize standard Economist Group reporting systems to ensure management is fully informed on all KPIs

Maintain knowledge of the competitive landscape and an understanding of business trends and global affairs

Experience, skills and professional attributes

The ideal skills for success in this role are:

An undergraduate degree preferably in international affairs or economics or equivalent work experience

Experience with , forecasting tools and balance sheet/billing management

Significant experience with new business development

Prior experience in selling information and intelligence solutions

The ability to thrive upon expectation and exposure

Proficiency in English with business-level fluency in other languages, such as Arabic, an advantage

Demonstrable relationship building and communication skills (written and verbal)

Self-motivated and driven with excellent organizational and follow-up skills

Successful track record of exceeding retention and sales quotas

Willingness to travel and ability to organise trips effectively

The Economist Group values diversity. We are committed to equal opportunities and creating an inclusive environment for all our employees. We welcome applicants regardless of ethnic origin, national origin, gender, gender identity, race, colour, religious beliefs, disability, sexual orientation , age or marital status.

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