

United Kingdom Jobs Expertini®

Senior Account Manager, Affiliate Marketing

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Company: Acceleration Partners

Location: United Kingdom

Category: business-and-financial-operations

LOCATION:

The Account Manager/Senior Account Manager, Affiliate Marketing is a remote, work from home position, as are all positions at Acceleration Partners (a structure central to our culture and our vision to change the work/life paradigm). Candidates must reside in the UK. Some travel is required for client meetings or other internal meetings, conferences, etc. Candidates must hold a valid passport and be able to travel internationally.

THE ROLE:

Acceleration Partners seeks an experienced Account Manager/Senior Account Manager with Affiliate Marketing experience to autonomously lead and supervise a team managing one of our top enterprise level clients in our affiliate marketing practice. This person will be responsible for leading the client relationship as well as all client deliverables, account strategy and execution.

The ideal candidate will be excited to jump into a start-up like environment within a larger international firm. You must be able to handle changing priorities, be able to work through ambiguity, and have a proactive mindset.

TOP 5 JOB RESPONSIBILITIES:

CLIENT SERVICE AND COMMUNICATIONS Serve as a regular point of contact for clients' strategic and account questions, lead weekly client calls, send account reporting and manage resulting follow-up questions and communications. Manage challenging client situations with guidance from senior colleagues. Provide superior client service, develop and nurture excellent client relationships. Maintain very high client satisfaction and retention

rates with a Net Promoter score of 8+.

ACCOUNT STRATEGY –Oversee successful client programs by developing effective strategies and tactical plans for achieving client goals. Proactively offering new and innovation ideas to the overall program strategy.

STRATEGY EXECUTION –Execute effective affiliate recruitment, activation and optimization strategies that align with the goals of the client. Perform general account management and monitor for fraud and affiliate compliance.

REPORTING AND ANALYSIS Provide clients with regular reporting, analyze data to find opportunities and identify issues. Develop strategic program plans and present resulting data-driven insights and recommendations to clients.

LEAD, MANAGER AND HOLD YOUR TEAM ACCOUNTABLE Manage and lead team member, supervise account activities, manage workloads and delegate projects accordingly. Deliver management coaching to staff in order to elevate and grow team capability, motivating A players and managing out poor performers.

WHAT SUCCESS LOOKS LIKE:

BY 6 MONTHS. the Account Manager/Senior Account Manager has developed excellent team relationships, established themselves as a team leader, and built strong relationships with key client contacts. The Senior Manager is handling a majority of challenging client situations with little guidance from the Associate Account Director or Account Director. Client data is regularly being analyzed and used strategically. Client accounts are being handled effectively and strategically, without dropping any balls, and clients are aware of and pleased with this outcome. Clients are being serviced profitably with target bill rates being met, and client Net Promoter Scores are 8+. Senior Manager is successfully managing one Associate or Senior Associate (assuming the opportunity is available).

BY 1 YEAR.. the Account Manager/Senior Account Manager is taking full accountability for the performance and success of their clients. Account efficiency has been maximized, and excellent strategic plans and communication is in place on all accounts, and recognized as a key to client success. Clients are being serviced profitably, all deliverables are A caliber, and Net Promoter Scores remain consistent at 8+.

QUALITIES OF THE IDEAL CANDIDATE:

Has the ability to lead a team with enthusiasm and expertise

Has strong internal motivation to get the job done and done well

Only provides superior results for clients and unsurpassed customer service

Recognizes the importance of being engaged in their work and keeping clients engaged as well

Possesses mature and measured judgment, and the ability to solve problems on their own

Emphasizes incredible attention to detail and is capable of multi-tasking and coordinating several projects at once

Possesses superior written and verbal communication skills

Displays accountability, always meeting deadlines and keeping commitments

Knows how to collaborate with team members in a remote environment

Has confidence, poise, and eloquence in client meetings and difficult situations

Thrives in a fast paced environment and enjoys bringing order to chaos

Prioritizes competing objectives and manages time with skill

Works independently comfortably, and with minimal supervision.

MINIMUM QUALIFICATIONS & SKILLS:

Ideally fluent in German, Spanish or French.

5-10 years of client service/account management experience with leading brand names or high profile accounts, agency or network experience a plus

Direct affiliate marketing experience (in-house, agency, network) required

Knowledge of Affiliate Networks (Awin, Affilinet, CJ, Webgains, Linkshare, Impact Radius, Performance Horizon, etc.)

Ability to travel

Professional and polished, with minimal coaching needed

Advanced Excel capabilities and comfortable with formatting, formulas, customizing reports, etc.

Previous experience managing and motivating direct reports

Working knowledge of HTML, a plus

WHY ACCELERATION PARTNERS?

Acceleration Partners is the world's largest and first-to-market Partnership and Marketing Agency creating and nurturing partnerships that drive exceptional measurable outcomes for their clients. Managing clients in 40+ countries, their global team of 300+ focuses on data-driven strategies that help connect brands to the right consumers through performance partnerships, traditional affiliate, influencer, performance PR, content and B2B partnership marketing. Serving over 200 brands with household names like Amazon, Target, Google, Warby Parker, Crocs, Reebok (to name a few) their diversified staff is creating what's next in the industry by building balanced portfolios of high-performing partnerships. As the only truly integrated global partnerships agency, Acceleration Partners prides themselves on being on the cutting edge of new industry developments, and leveraging their proven expertise to bring unique solutions to the most complex challenges for brands who aim for growth.

AP Perks & Benefits - What we offer

100% remote work for everyone

Unlimited Paid Time Off

Summer & Holiday company-wide shut-down weeks in July and December

Volunteer and Birthday Time Off

Focus Fridays (no internal meetings)

Paid Parental Leave Benefits

Wellness, Technology & Education Allowance

Paid sabbatical leaves, donation matching, and more!!

Benefits may vary based on employment status or country location.

Acceleration Partners is committed to having a diverse and inclusive culture. We would

particularly welcome applications from black, Asian and other ethnic minority backgrounds, LGBTQ candidates, and candidates with a disability or who are neurodivergent.

By submitting your application you are agreeing to Acceleration Partners processing your personal data for the purposes of recruitment related activities. To understand more about our privacy policy, click

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