



Role: Account Manager (Australia)

The Account Manager is responsible for maintaining a portfolio of clients in Australia & New Zealand Region to grow the accounts and identify cross-sell opportunities.

Primary Responsibilities:

- Reporting to the Client Services Director.
- Work with the CSD to maintain and grow the revenue stream within existing Client Base according to quarterly revenue and retention targets.
- Penetrate the accounts: Create relationships within the client organisation at all levels including; a) Senior Executives b) Direct Users of the Product, c) Indirect Users of the Product, and d) Decision Makers for purchasing or replacing the product.
- Work with the Customer Technical Team to look over support cases to identify trends that can be rectified through external (i.e. training), or internal processes.
- Liaise with the Customer Technical Team to identify business objectives for the implementation of custom technical projects.
- Identify tactical client engagements to the Strategic Services Group for customer loyalty program development.
- Frequent travel required.

Requirements

- At least 4+year experience in a comparable position
- Ability to act with diligence and autonomy
- Demonstrated aptitude to build relationships and work effectively at all levels of an organization, including senior level management
- Strong verbal communications and presentation skills in English.
- Knowledge of the Digital medium & Direct Marketing Industry in Australia and NZ.
- Successful track record in Account Management

Epsilon International (<http://www.epsilon.com/international/home.html>) is a leading provider of strategic, ROI-focused email communications solutions and marketing automation technologies. Through its combination of innovative technologies, professional services and vertical market expertise, Epsilon Interactive helps marketers acquire, grow and retain profitable customer relationships through highly relevant and personalized email communications. The company's end-to-end suite of industry-specific products and services includes scalable email campaign technology, delivery optimization, marketing automation tools, turnkey integration solutions, strategic consulting, and creative expertise to produce email programs that generate measurable results throughout the customer lifecycle.

In the Asia Pacific region Epsilon international was created through the acquisition of the DoubleClick Email Solutions Business Unit in April 2006, and maintains offices in Beijing, Guangzhou, Hong Kong, Shanghai, Singapore, Sydney with partnerships and resellers in India and Japan.
