

# Account Manager Job Description

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## Grade 6 or 7 (depending on experience)

### Summary of the Role

To provide high quality account management and technical support to Lhasa Limited members.

### Reports to

- The Account Manager will report directly to the Senior Account Manager.

### Main Responsibilities

#### Account management

- Provide high quality account management to members in order to understand their needs and respond to them expertly and efficiently
- Ensure regular contact is maintained with all accounts by email, telephone and in person
- Prepare detailed account plans for key accounts and ensure they are implemented
- Prioritise and cater for the needs of identified Key Accounts according to company strategy
- Ensure routine account management tasks are fulfilled to safeguard renewal income and encourage on time payment

#### Technical support

- Provide a high level of scientific and technical support to existing users of Lhasa products and Lhasa staff
- Keep accurate and up-to-date member details in the SalesLogix customer relationship management system
- Keep accurate and up-to-date records of users' queries and change requests

#### Member visits and training

- Visit members in order to understand their scientific needs and develop strong relationships across the whole organisation
- Visit members in order to promote scientific interaction and grow the scientific relationship
- Present to users the results of product development such as knowledge base, database and program features
- Prepare and deliver high quality training to members on the use of Lhasa software at Lhasa's offices in Leeds and on-site as necessary
- This will require frequent international and domestic travel (1 to 2 weeks out of the office per month is anticipated).

#### Projects

- Communicate and represent members' views during the software development cycle
- Contribute to the work of other departments, in the areas of knowledge base, software and database testing to help ensure that Lhasa software is thoroughly tested and is fit for purpose before being released

#### Other

- Undertake additional tasks and responsibilities which may be reasonably expected of the role as necessary to achieve the objectives of the Account Management Function and company goals.
- The Account Manager will be responsible for his/her day-to-day work planning against objectives agreed with the Senior Account Management, or their nominee.

## **Policies and procedures**

- To comply with all relevant company policies and procedures.
- To complete all documents and records as required by the company policies and procedures.

# Account Manager Candidate Profile

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	Grade 6	Grade 7
<b>Education and Qualifications</b>		
<ul style="list-style-type: none"> <li>Educated to degree level or equivalent in chemistry or a life science discipline with a fundamental understanding of organic chemistry</li> </ul>	Essential	Essential
<ul style="list-style-type: none"> <li>PhD in relevant life science</li> </ul>	Desirable	Desirable
<ul style="list-style-type: none"> <li>Interest in toxicology and metabolism</li> </ul>	Essential	Essential
<ul style="list-style-type: none"> <li>Business level fluency in more than one language</li> </ul>	Desirable	Desirable
<b>Skills and Knowledge</b>		
<ul style="list-style-type: none"> <li>Understanding of chemical structures</li> </ul>	Essential	Essential
<ul style="list-style-type: none"> <li>Knowledge of organic reaction mechanisms</li> </ul>	Desirable	Essential
<ul style="list-style-type: none"> <li>Knowledge of relevant biological systems and toxicology</li> </ul>	Desirable	Essential
<ul style="list-style-type: none"> <li>Basic IT skills (use of Microsoft Windows, Internet Explorer, Office or similar products)</li> </ul>	Essential	Essential
<ul style="list-style-type: none"> <li>Excellent interpersonal and communication skills</li> </ul>	Essential	Essential
<ul style="list-style-type: none"> <li>Excellent organisational skills</li> </ul>	Essential	Essential
<ul style="list-style-type: none"> <li>Excellent presentation skills</li> </ul>	Essential	Essential
<b>Abilities</b>		
<ul style="list-style-type: none"> <li>Able to learn new skills and knowledge to deliver objectives</li> </ul>	Essential	Essential
<ul style="list-style-type: none"> <li>Able to work effectively in a team environment</li> </ul>	Essential	Essential
<ul style="list-style-type: none"> <li>Able to deal with varied tasks and to work under pressure to meet deadlines and targets</li> </ul>	Essential	Essential
<ul style="list-style-type: none"> <li>Able to work effectively and responsibly without close supervision</li> </ul>	Essential	Essential
<ul style="list-style-type: none"> <li>Able to liaise with all types of members</li> </ul>	Essential	Essential
<ul style="list-style-type: none"> <li>Able to quickly become knowledgeable about Lhasa Limited software products</li> </ul>	Essential	Essential
<ul style="list-style-type: none"> <li>Able to provide fast and accurate answers to member queries</li> </ul>	Essential	Essential
<b>Experience</b>		
<ul style="list-style-type: none"> <li>Experience of working in a scientific research or development environment</li> </ul>	Desirable	Essential
<ul style="list-style-type: none"> <li>Experience in the use of scientific software applications</li> </ul>	Desirable	Essential
<ul style="list-style-type: none"> <li>Experience of providing Technical support to software users</li> </ul>	Desirable	Essential
<ul style="list-style-type: none"> <li>Experience of delivering training</li> </ul>	Desirable	Essential
<ul style="list-style-type: none"> <li>Experience in account management</li> </ul>	Desirable	Essential
<b>Personal Characteristics</b>		
<ul style="list-style-type: none"> <li>Conscientious with good attention to detail</li> </ul>	Essential	Essential
<ul style="list-style-type: none"> <li>Friendly and diplomatic</li> </ul>	Essential	Essential
<ul style="list-style-type: none"> <li>Proactive and innovative</li> </ul>	Essential	Essential
<ul style="list-style-type: none"> <li>Outgoing</li> </ul>	Essential	Essential
<ul style="list-style-type: none"> <li>Be willing to travel internationally on a regular and frequent basis</li> </ul>	Essential	Essential