Account Manager UK/EU (Remote)

About Libyl Ltd

Libyl Ltd is a life science company driving innovative services in medical communication, real world evidence and collaborations in the life sciences industry. You are welcome to learn more about our company at www.libyl.org. We are passionate about science-driven results that leverage technology and data science to deliver solutions in healthcare. We are looking for an experienced Account Manager to join our team as we expand our services in the UK and EU. Libyl Ltd is located at Oxford Science Park, Oxford, UK and is a holding of Libyl., Inc USA. This is a remote role. Residents in the UK or EU preferred.

The UK/EU Account Manager will serve as the primary point of contact for clients. Additionally, the Account Manager builds strong client relationships to maintain business and acquire new customers. The Account Manager will collaborate closely with cross-functional teams made of Evidence generation, Business development and Operations teams in the United States toward completing their tasks. This role will be based on a commission agreement. Terms of the commission-based compensation for work are negotiable.

**Job Responsibilities:**

1. **Client Relationship Management:** Build and maintain strong relationships with clients, serving as the main point of contact for all inquiries, requests, and issues.
2. **Account Planning:** Develop strategic account plans to understand clients' goals, anticipate their needs, and propose solutions that align with their objectives.
3. **Sales and Upselling:** Identify opportunities for upselling or cross-selling additional services to existing clients, contributing to revenue growth.
4. **Client Communication:** Keep clients informed about the progress of their projects, updates on new offerings, and any relevant industry news or trends.
5. **Market Analysis:** Stay informed about market trends, competitor activities, and industry developments to identify new business opportunities or potential threats.
6. **Customer Success:** Ensure that clients achieve their desired outcomes with the company's products or services, fostering long-term partnerships.

**Roles:**

1. **Advisor:** Act as a trusted advisor to clients, offering insights, recommendations, and best practices to help them achieve their business objectives.
2. **Problem Solver:** Address client challenges or issues proactively, working collaboratively with internal teams to find effective solutions.
3. **Strategist:** Develop and execute strategic account plans to drive growth, retention, and overall success for both the client and the company.
4. **Communicator:** Maintain clear and open lines of communication with clients, ensuring that their needs are understood and met throughout the relationship.
5. **Tactical:** Identify opportunities for upselling or cross-selling additional products or services, effectively communicating their value to clients.
6. **Analyst:** Analyze data and metrics to evaluate account performance, identify trends, and make data-driven decisions to optimize client outcomes.
7. **Relationship Builder:** Cultivate strong, trust-based relationships with clients, becoming a go-to resource for their needs and concerns.
8. **Brand Ambassador:** Represent the company professionally and positively in all interactions with clients, embodying its values and mission.

**Qualifications:**

Basic Qualifications

* Bachelor's degree with at least 2 years of Marketing/Sales and/or business experience in a role aligned with a Marketing/Sales commercial organization Or associate degree and 10 years of Marketing and/or business experience in a role aligned with a Marketing/Sales commercial organization
* Experience in pharmaceutical/biotech industry a plus.
* Understanding or familiarity with the UK/EU healthcare and life sciences industry and how it interfaces with other parts of the business.
* Demonstrates people management/influence skills and demonstrates networking capabilities.
* Applies advanced communication and presentation skills (fluency in PowerPoint) and communicates effectively at all levels both internally and externally.