## Director of Account Management - Conduent

Conduent is the world's largest provider of diversified business process services with leading capabilities in transaction processing, automation, analytics and constituent experience. We work with both government and commercial customers in assisting them to deliver quality services to the people they serve.

We manage interactions with patients and the insured for a significant portion of the U.S. healthcare industry. We are the customer interface for large segments of the technology industry and the operational and processing partner of choice for public transportation systems around the world.

Whether it's digital payments, claims processing, benefit administration, automated tolling, customer care or distributed learning - Conduent manages and modernizes these interactions to create value for both our clients and their constituents. Learn more at [www.conduent.com](http://www.conduent.com).

**Key Responsibilities**

* Accountable for driving sales and revenue growth for the account
* Responsible for P&L management for assigned segment within the account (Aprox. 10-20 Million of annual revenue)
* Create and maintain 3-year account strategic plans including financial plans and go-to market strategies that leverage global delivery capabilities, solutions and offerings that lead to growth of the services portfolios
* Assist in managing or directly manage delivery team of customer care and/or digital transaction processing services for client
* Build strong client relationships, anticipate needs, and represent the full Conduent services portfolio to clients
* Ability to build relationships and work at very senior executive levels/ C-suite
* Actively visit client offices, foster relationships, manage communications and regular monthly and quarterly business reviews, walk the halls of customer locations evaluating opportunities to grow our business with the client
* Act as the Account Sales team winning new business within an account
* Accountable for planning activities including conducting SWOT analysis, evaluating resource requirements, and planning for stakeholder engagement
* Responsible for developing and managing the strategic account plan
* Participate in end-to-end sales process from lead generation through deal approval
* Design of multiple capability solution proposals
* Improve and maintain customer satisfaction through timely resolution of issues and communicate customer satisfaction results with the firm
* Review operational results regularly and take necessary actions to meet and exceed contract service requirements, budgeted P&L, OP, and sales quotas
* Be the “face of Conduent” to our customer and an escalation point for customers to our service delivery teams
* Manage client objectives within a partially matrixed model; developing strong relationships with service delivery leaders inside and outside your department
* Represent Conduent as an “industry thought leader” within the Technology space

**Attributes**

* Strong Technology Industry and Account expertise building strong relationships with C level operations executives
* Leadership in client service; adept at managing client relationships and client satisfaction
* Strong relationship building and selling ability
* Client focused leader with a high level of credibility
* Experience with matrix management leading through influence
* Strong sponsorship internally with service delivery and with corporate leaders
* Operations and P&L management experience
* Potential for 15% travel depending on client needs
* Strong teaming and collaboration skills/behaviour

**Key Metrics**

* Revenue growth
* Profit growth
* Margin improvement
* Contract service level adherence

**Experience Required**

* Strong record of success in expanding relationships with clients.
* Proactive Sales growth and demonstrated ability to drive growth.
* History of being a successful Hunter in Sales.
* A minimum of 8 plus years of demonstrated experience leading and managing large
* accounts within the services outsourcing industry, preferably with the last 3-5 years being within the Technology industry
* Excellent long-term client management experience
* An excellent reputation of partnering with internal constituents, partners and other service
* providers
* A proven track record of managing an Account team and revenue pipeline and a track record of structuring solutions that meet financial objectives
* A track record of achieving aggressive business and operational goals within a matrix environment
* Strong organizational skills; the ability to create an effective strategy; the passion to direct, organize, prioritize, and motivate a team around that strategy and vision
* A demonstrated open, collaborative leadership style; capable of inspiring a team despite the changing opportunities dictated by the client environment, the services industry, and from within
* Position requires experience with US and international based executives and managers
* Strong customer references; a successful record of managing and enhancing client relationships
* As with all BPO work, strong technical knowledge and computer skills will be advantageous
* Strong and established network with the target industry

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## Account Director, Key Strategic Accounts - Refinity

**Job Description**

**Account Director – Key Strategic Accounts**

* Account Director Key Strategic Accounts is responsible for leading the sales strategy for the 25+ largest Key Strategic Accounts in the UKI Market for Refinitiv and will provide insights by sharing Refinitiv thought leadership with our customers.
* Provides strategic and operational leadership to the Key Strategic Accounts Account team to aggressively meet sales, revenue, and organizational objectives.
* Leads creation and execution of strategy to maximize current and future growth of products and solutions.
* Designs and develops strategies to increase market share,and grow short and long term business through management of the segment.
* Will hold Senior leadership responsibility for a large portion of the UKI Market
* Directly impacts business results for large portion of all products with our key customers.
* Significantly influences functional strategy and may participate in development of product /division strategy.
* Decisions impact directly UKI success in key organizational goals.
* Close and proactive alignment with wider Key Strategic Accounts group leadership globally including Global Business Directors, Senior Management Stakeholders and their Finance groups.
* Proactively identifies, defines and solves most complex problems that impact the management and business direction.

**Essential Skills**

* Comprehensive business and managerial knowledge of the Key Strategic Accounts customers workflow across equities, foreign exchange, fixed income and commodities.
* Extensive knowledge of relevant field or broad business experience.
* Integrated knowledge of related business areas.
* Resolves complex issues requiring application of past experience, skills or acquired knowledge, evaluative judgment and innovative thinking.
* Structured methodical and hands-on approach to managing their business and team
* Strong, communication skills with a 'flexible professional attitude'
* Comfortable communicating at all levels internally and externally in an organization
* Demonstrates strong people leadership
* Recognized as an external thought leader within pre trade, trading and post trade

**About Refinity**

As a global business we rely on diversity of culture and thought to deliver on our goals. To ensure we can do that, we seek talented, qualified employees in our operations around the world regardless of race, color, sex/gender, including pregnancy, gender identity and expression, national origin, religion, sexual orientation, disability, age, marital status, citizen status, veteran status, or any other protected classification under country or local law. We are proud to be an Equal Employment Opportunity Employer providing a drug-free workplace.

Intrigued by a challenge as large and fascinating as the world itself? Come join us.

The Financial and Risk Business of Thomson Reuters is now Refinitiv. Refinitiv equips the financial community with access to an open platform that uncovers opportunity and catalyzes change. With a dynamic combination of data, insights, technology, and news from Reuters, our customers can access solutions for every challenge, including a breadth of applications, tools, and content—all supported by human expertise. At Refinitiv, we facilitate the connections that propel people and organizations to find new possibilities to move forward.

As a global business, we rely on diversity of culture and thought to deliver on our goals. Therefore we seek talented, qualified employees in all our operations around the world−regardless of race, color, sex/gender, including pregnancy, gender identity and expression, national origin, religion, sexual orientation, disability, age, marital status, citizen status, veteran status, or any other protected classification under country or local law. Refinitiv is proud to be an Equal Employment Opportunity/Affirmative Action Employer providing a drug-free workplace.

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## Director Strategic Customer Success - Tableau Software

**What You’ll Be Doing…**

As the Director, Customer Success, you are responsible for building and leading customer success teams that are focused on delivering exceptional value to enterprise and mid-market customers across EMEA. You will drive an EMEA Customer Success strategy focused on delivering our key Customer Success goals. These organisational goals include 1: maintain and increase global Tableau customer adoption for our EMEA customers, 2: maximise customer satisfaction and advocacy, 3: drive strong renewal rates for both On Premise Maintenance Renewals and well as Subscription renewal rates and 4: help identify expansion opportunities to accelerate expansions in partnership with Sales.

This role reports in to the EMEA Head of Customer Solutions and is part of the global Customer Success Leadership Team. This role will collaborate with other leaders in the Customer Solutions organisation, and other Tableau functional teams (Sales, Marketing, Product etc).

**Some of the things you’ll be doing include…**

* Build and develop a high performance world-class EMEA Customer Success team to help scale and grow the business.
* Drive successful solution adoption, customer value, retention and expansion goals ultimately improving Tableau customer lifetime value.
* Work with the EMEA Head of Customer Solutions to strategise and execute initiatives relating to Customer Success.
* Develop and deploy strategies, action plans and playbooks to improve the customer experience, increase customer retention and enable account growth.
* Drive operational improvements which streamline processes, leverage automation and enable scale.
* Drive and measure Customer Success outcomes and effectiveness in region.
* Lead strategic, cross-functional initiatives and play key role in defining the broader strategy for Customer Success.
* Build and maintain relationship with senior stakeholders in our largest or most influential accounts.
* Build strong internal partnerships with cross-functional teams inside and beyond Customer Success.
* Create an environment of innovation and continual improvement to re-imagine how we deliver Customer Success.
* Serve as a thought leader in the Customer Success organisation by keeping up to speed on the latest best practices and available tools.

**Who You Are…**

* Extensive experience in enterprise-level customer success, account management, strategic consulting, within a SaaS environment, working at leadership/management level.
* Significant experience of defining and implementing strategy for a customer facing team.
* Proven leader and motivator, with deep experience building and leading cross-regional customer success organisations.
* Entrepreneurial and "lead from the front".
* Strong empathy for customers and passion for revenue and growth.
* A deep understanding of value drivers in recurring revenue business models.
* Analytical, data driven, and process-oriented mindset.
* Ability to articulately present and debate recommendations at the executive level.
* Enthusiastic and creative leader with the ability to inspire others.
* Excellent verbal and written communication skills. Proven experience building strong internal and external relationships.
* Knowledge of Salesforce/Gainsight an advantage.
* You are a Recruiter! Tableau hires company builders and, in this role, you will be asked to be on the constant lookout for the best talent to bring onboard to help us continue to build one of the best companies in the world.

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