

Job Description

Account Manager

ABOUT US

QUESTIA GROUP is an independent Romanian business founded more than 6 years ago, that develops online survey software from scratch, rooted in innovative technology and extensive research knowledge. We have run large-scale projects in over 20 countries on 5 continents and our plans for the next years regard refining existing products and launching new ones.

We are looking for a passionate and experienced team member as an Account Manager.

ROLE PURPOSE

As Account Manager, your job focus will be on maintaining the relationship with our enterprise clients, making sure that all activities run smoothly, by coordinating processes and team members.

You will be working in close connection with both business and technical teams, as well as clients and partners. The Account Manager will lead the client onboarding process, overview the entire operational phase, as well as the client offboarding process. You will also play a key role in identifying and defining the business needs for the development of our products, in line with clients expectations and the company's strategy.

PROFILE

An open and proactive professional, able to bring into the team a diverse skillset, positive attitude and a healthy sense of humor.

RESPONSIBILITIES

Account Management

- Operating as the point of contact for assigned clients;
- Developing and maintaining long-term relationships with clients;
- Leading client onboarding process (implementation of new Questia instances or similar);
- Coordinate client training sessions;
- Ensuring that the projects' operations run smoothly; effectively mobilizing internal and external resources to achieve intended results;
- Permanent & thorough overview of the polling-related activities;

- Assist & support clients until they are autonomous in using our software products.

Processes & Software Improvement

- Propose recommendations for improvement or standardization of client-related processes and software.

KEYWORDS

Account Management, Project Management, Client Onboarding, Online Polling, Process Improvement

Mandatory requirements

- Mid-/senior level (+3 years);
- BA or MS in Political Science or similar;
- Full professional proficiency in English and Romanian;
- Genuine curiosity about political and social topics;
- Project management experience, result-oriented; takes ownership of her/his tasks and follows them through to completion;
- Excellent communication and interpersonal skills;
- Proficiency in Microsoft Office package;
- Curious and motivated, energetic, able to solve problems and adapt quickly, hands-on approach;
- Great team player with confidence, creativity and drive.

Nice to have / differentiators:

- Project management knowledge;
- Quantitative research solid knowledge and proven experience.

OUR BENEFITS

- A minimum of 23 paid vacation days
- 1 extra paid leave day for each full year in the team
- Regina Maria medical subscription for each team member +1 extra family member
- Remote work at each team member's choice
- Full availability to support professional development (e.g. courses, programs, other resources)
- Our office is located in the very center of Bucharest, Victoriei Square, facing Kiseleff Park
- Regular informal get-togethers, annual teambuilding & more.

Let's meet! Send us your CV at office@questiagroup.com.