



## Job Description

# Academic Account Manager (Benelux)

**Department:** Customer Success

**Type:** Permanent

**Location:** Amsterdam

**Hours:** 32-40 per week

**Reports to:** COO

**Salary:** Competitive plus bonus and stock

**Posted:** November 2020

## Our Core Values



Achieve anything with a healthy and happy team



Push boundaries through direct communication and diversity



Act responsibly and protect the data



Amaze through user-friendly and rewarding experiences



Maximize research impact

## About the role

At Castor, we're all committed to a world with faster, smarter, medical research. Our cloud based software solutions are revolutionizing data capture for academic and commercial researchers worldwide. You've found yourself a company with a true purpose.

Our Customer Success team advises and supports thousands of Castor users from all over the world, ensuring that they get the best out of our products.

As our Account Manager (Benelux), you will be operating as the lead point of contact for all matters specific to your (Benelux) accounts, while maintaining strong, long-lasting customer relationships. Overseeing customer account management, including closing of new opportunities, renewals and upsells.

## What you'll be doing

- Answer client requests and develop a trusted advisor relationship with key accounts, whilst maintaining relationships with other existing accounts;
- Identify upsell opportunities among existing customers;
- Liaise with cross-functional internal teams to improve the entire customer experience, drive adoption and renewals and escalate issues as needed;
- Collaborate with the Sales team to achieve quotas;
- Close academic site license inbounds: manage tenders or other incoming requests, negotiate contracts and close agreements;
- Onboard new accounts whilst also forecasting and tracking key account metrics;

## What you'll bring

### You'll definitely have:

- Extensive experience in Consulting, Account Management, Sales or Customer Success in SaaS, IT or healthcare
- A strong understanding of customer metrics and industry best practices including NPS, renewals, subscriptions, and activity;
- Experience of creating new strategies and processes to drive customer engagement and happiness;
- Engaging presentation skills; comfortable leading product demos and discussions with internal and external stakeholders;
- Exceptional communication skills in Dutch
- A self-starting attitude; taking ownership of your projects;
- Business-savviness and negotiation skills;
- Time management and prioritization skills;
- The drive and determination to work in a high-energy start-up culture.

### It would be good if you had:

- A background or strong understanding of medical research and clinical trials;
- Familiarity with CRM software.

**Your main contact for this vacancy:**



**Eric Stonehewer**

**Talent Acquisition Manager**

[eric.stonehewer@castoredc.com](mailto:eric.stonehewer@castoredc.com)

+31 (0) 6 40 65 00 65