

Account Manager

Competitive salary

About DataSalon

DataSalon is the leading provider of customer insight solutions to the scholarly publishing industry. Our core product MasterVision is a managed and hosted software solution which enables publishers to join up all of their customer data into a comprehensive single view. Check out the tour at www.datasalon.com/tour.

We're proud to count many of the largest and most innovative publishers in the UK and USA among our clients, including the American Institute of Physics, BMJ Group, Oxford University Press, and the Royal Society of Chemistry. You can read all about us at www.datasalon.com.

About the Job

This is an exciting opportunity to join a small and successful company. A fast-moving working environment offers great opportunities for the right candidate, with a competitive salary depending on your experience.

Account Management

As an Account Manager you will be assigned as the primary day-to-day contact for a number of our publishing clients. This will be your main role, with responsibilities including:

- First point of contact for day-to-day queries & change requests raised by clients.
- Regular meetings with clients to review status, progress, future plans etc.
- Communicate / demonstrate new product features and future 'road map' to clients.
- Project management of new product developments requested by clients.
- Create and maintain written documentation, and provide client training.

Supporting Sales, Marketing and Product Development

As a small and fast-moving company, every member of staff gets hands-on with supporting *all* aspects of the business. So, as a secondary role, you'll also have the opportunity to get involved in:

- Pitching to potential new clients.
- Networking / presenting at relevant shows & conferences.
- Raising brand awareness through our newsletter, online discussion groups, etc.
- Devising and testing ideas for new features / products / services.

Flexible Working

The job will primarily require a mix of working from home and at our Oxford HQ. It will also involve some occasional travel: visiting client offices and publishing conferences in the UK and abroad.

About You

We are looking for a genuine all-rounder with a strong work ethic, excellent people and communication skills, solid technical nous, and obsessive organisational ability.

Ideally, you'll currently work in scholarly publishing, so you already know your Articles from your eTOCs.

We create and sell software solutions, so while you don't need to be a serious techie, you do need to be confident with technology, and have a very good head for numbers, data & logical thinking.

But most importantly, you'll be representing DataSalon to our valued clients, so you'll need to be friendly, professional, diplomatic, conscientious, great at explaining things, and even better at listening.

How to Apply

Please email work@datasalon.com with the subject line "Account Manager Job Application", outlining why you're the right person for the job, and attaching your CV as either a Word or PDF document.

The deadline for applications is **7th October**. We will reply to all applicants by the 17th October at the latest.