

**PUBLISHING TECHNOLOGY PLC**
**JOB DESCRIPTION**

Division/Department: Scholarly Online
JOB REF: SOL043
<b>JOB TITLE: Client Manager</b>
REPORTING TO: Online Sales Manager
JOB TYPE: Fulltime/permanent
LOCATION: Oxford, UK
<b>PURPOSE OF JOB</b>
<p>We are looking to recruit a full-time Client Manager to join our busy and dynamic Client Management team to be the primary contact for 40 publisher clients. The successful candidate will be an excellent communicator, have proven commercial acumen, display confidence in handling a wide range of clients, and possess strong customer service skills and the ability to juggle a varied workload.</p> <p>Using a consultative approach, the Client Manager will be responsible for managing existing accounts, as well as aggressively driving forward new revenue opportunities for their client base, supported by exciting marketing and product development activity</p> <p>Key areas of focus within this role are to:</p> <ol style="list-style-type: none"> <li>1) Maintain and develop relationships with Publishing Technology's publisher customers.</li> <li>2) Maximise revenue potential according to set sales targets.</li> <li>3) Provide excellent customer service and support to ensure customer retention.</li> </ol>
<b>CLIENT MANAGEMENT TASKS AND RESPONSIBILITIES</b>
<ul style="list-style-type: none"> <li>• Act as primary point of contact for a defined list of publisher customers.</li> <li>• Respond to new development requests, proposals and Requests For Proposals.</li> <li>• Provision of regular forecasting reports.</li> <li>• Attendance at industry related conferences and exhibitions.</li> <li>• Detailed knowledge of company, competitor products/services and the latest developments in publishing.</li> <li>• Communication of strategic issues and policy to clients.</li> <li>• Liaison with US counterparts and Assistant Client Managers to ensure common best practice.</li> <li>• Ensure contracted service levels are met.</li> <li>• Undertake contract negotiations with existing clients.</li> <li>• Maintenance of accurate and current records of activity and status of each publisher relationship.</li> <li>• Input into Client Management strategy, Engineering and Product Management priorities.</li> </ul>

#### MAIN/CORE TASKS

- Ensure regular and pro-active communication with defined client list via meetings, email and phone.
- Respond to incoming queries from publishers with support from Assistant Client Managers.
- Close liaison with Assistant Client Managers, Content Services and Engineering teams on resolution of queries.
- Input and facilitation of the Client Management communication plan.
- Provision of regular progress updates to line Manager covering account activity, forecasts, invoicing etc.
- Attendance at monthly Client Management meetings.
- Creation of regular reports for clients covering pay-per-view activity, advertising revenue, usage etc. (as appropriate).
- Creation of invoice requests for all sales activity.
- Preparation of quotes for new services.
- Negotiation of new contracts plus addendums for new services.
- Input and facilitation of the Client Management communication/marketing plan.

#### FLEXIBILITY STATEMENT

*The fast moving nature of the company's business also means that you may, from time to time, be asked to perform roles outside your original job description. This allows the company to utilise its people in the best possible way at all times and to help employees make their contribution to a changing environment.*

#### INTERNAL RELATIONSHIPS

- Content Services/Production
- Engineering and Product Development
- Customer Services
- Sales and Marketing
- Finance

#### EXTERNAL CONTACTS

- IngentaConnect and pub2web publisher clients