



Account Manager

Phonics Hero teaches children to read and spell with our online platform www.phonicshero.com. With over 40,000 children and 20,000 teachers, in over 30 countries using our platform, we are busy!

We are in need of an Account Manager to work with UK, US and Australian schools to provide quotes and negotiate, onboard new customers and support them with using Phonics Hero and answering their day-to-day enquiries.

Account Management Responsibilities:

- Onboarding new schools onto our platform.
- Supporting schools with annual renewals.
- Providing quotes and guidance to new customers.
- Managing existing school accounts and ensuring 100% customer satisfaction.
- Setting up accounts for schools.
- Responding to day-to-day enquiries from customers.

Whilst there are 'sales' involved in this role, it is not a hard sell and does not involve cold calling. We see ourselves as our customers' partners, with whom we want to build a strong, lasting relationship and help meet their teaching and learning needs.

Other Responsibilities:

We are a small company so you might get to turn your hand to lots of other tasks too, for example:

- User testing to ensure our products are delivering in the way we want them to!
- Product development: help us to create the best phonics products.
- Marketing: emails, social media, website updates.

Candidate:

- Personable and enjoy working with people.
- Thorough and systematic in your work.
- A great command of written English.

Details:

Start: ASAP. 2.5 days per week (7 hours per day). We prefer this to be half a day every day (to ensure customer service levels) but there is a degree of flexibility. We are a family-friendly company so are always happy to work around school pick-ups, drop-offs and school holidays.

Location: We have an office in central Norwich but are happy for you to work from home too.

Important: Phonics Hero is a Hong Kong based company, so you will be responsible for your own tax etc. You will need to invoice us.

How to apply: Email katherine@phonicshero.com with your CV, expected salary and a brief covering letter explaining the three qualities required for a great Account Manager and how you meet them.
Closing date: 16th March 2021.