# absolute.

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Absolute Design Associates Ltd Registered in England & Wales No. 2942040 VAT No. 610 741 673

# Account Manager - job description

Absolute are a multi-award winning Adobe Bronze Solution Partner, based in Nottingham.

We were established way back in 1994 and have a longstanding reputation for excellent work. We specialise in Magento and Shopify ecommerce website design & build projects and post live and support. We also provide digital strategy, branding and print design to complete the full marketing solution.

# Why join Absolute?

Are you ready to work in a dynamic, creative and ever-changing environment? Our impressive client base and friendly team make Absolute a great place to work, offering the opportunity to use cutting edge technologies on sizable projects that offer a real challenge and sense of achievement.

You'll be part of an expert team of Magento Certified developers and Solution Specialists, imparting your Magento knowledge whilst learning new technologies & methodologies.

## **Benefits include:**

- Remote working, giving our people the choice of home / office that suits them best.
- Flexible start and finish times
- Magento certification: Solutions Specialist tutoring, study aids plus all exams paid for
- · Competitive salary and good career prospects, with annual appraisals
- 20 days holiday (plus public holidays x 8) and an extra day for each year worked at Absolute, plus sickness allowance.
- · Latest kit and software laptop or setup of your choice
- Company pension scheme
- · Childcare and eye care vouchers
- Bike to work scheme
- · Free food & drinks Nespresso coffee, fruit & snacks

#### Profile

You'll already have agency and / or client experience with ecommerce, but are now looking to take your career to the next level. In return we can offer you an environment in which you can develop your skills and the opportunity to work with a variety of exciting clients on innovative projects.

#### The Role

You'll act as the main liaison between clients and our internal team of developers, managing multiple Magento Support Accounts and ensuring support requests are progressed in a timely manner.

Being able to interpret the clients requirements and feedback clearly to internal stakeholders is essential.

You'll monitor a dedicated ticketing board for each of your clients, providing feedback and estimates for new requests and will reconcile time at the end of each month, ensuring that invoices are sent to the client in line with the monthly hours used.

You'll also be responsible for some aspects of training on your tickets and will provide assistance and support for certain CMS admin functions.

In addition, you'll be highly organised as you'll be managing resource requirements for your accounts in an ever changing schedule, supplying updates on a regular basis.

An understanding of current web ecommerce technology is a must-have.

### What we'd like to see:

- Experience of ecommerce sites' CMS admin client and / or agency
- · Experience of digital design and development processes
- Management of deadlines and budgets
- Analysing data to provide useful insights
- · Generation of invoices and forecasting
- · A good understanding of website and domain hosting
- · Experience of balancing multiple client requests in a busy environment
- A desire to develop a career with a digital agency
- · A pleasant, positive and proactive character
- Growing accounts / improving performance
- Experience working with the following would be advantageous:
  - Synergist
  - Mantis or similar bug tracking software
  - Magento
  - Shopify
  - Analytics & SEO

How to apply Send your CV to jobs@absolute-design.co.uk with details of previous experience.