

Account Manager

Pay

Dependent on Experience

Required

Monday - Friday

Location

Remote/Nottingham Office (once per month)

Absolute are a multi-award winning Adobe Silver Solution and Shopify Plus Partner, based in Nottingham. We were established in 1994 and have a longstanding reputation for excellent work. We specialise in Magento and Shopify eCommerce website design & build, plus digital strategy, branding and print design to complete the full marketing solution.

Are you ready to work in a dynamic, creative and collaborative 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 eCommerce Certified developers and Solution Specialists, imparting your own eCommerce knowledge whilst learning new technologies and methodologies.

Benefits include

- Hybrid working
- Flexible start and finish times
- Magento and Shopify certification: Solutions Specialist - tutoring, study aids plus all exams are paid for
- Competitive salary and good career prospects with annual appraisals
- 20 days holiday (plus public holidays) and an extra day for each year worked at Absolute
- 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 and Shopify Support Accounts and ensuring they meet estimates, specifications and delivery milestones / deadlines. 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 and Shopify
- Analytics & SEO.

Send your CV to jobs@absolute-design.co.uk with details of previous experience - No agencies please.