

Atypon Systems, Inc.

JOB DESCRIPTION

Account Manager

Location: Santa Clara, CA; Oxfordshire, UK
Reports to: Director of Client Services

Description

Account Managers build strong relationships with clients by providing them with prompt and knowledgeable support and guidance, becoming “go-to” resources for all of their electronic publishing needs, and their single point of contact.

Responsibilities

- Coordinate with other team members to achieve the successful launch and operation of advanced publisher websites.
- Establish an excellent rapport with new and existing clients and advise them on how to maximize their investment in our products.
- Exceed client expectations by regularly evaluating levels of satisfaction and proactively identifying areas of need or concern.
- Communicate with technical personnel to address product errors and enhancements, and for assistance with clients’ complex inquiries.
- Assist with training new coworkers, as well as in delivering product training for new and existing clients.
- Participate in publisher round table meetings, helping to foster a community relationship between the company and our publisher clients.

Requirements

- Bachelor’s degree from an accredited institution.
- Publishing experience, preferably with a production background.
- History of building and owning relationships with stakeholders.
- Willingness to work with teams in multiple time zones.
- Ability to learn new products and technology quickly.
- Familiarity with common desktop applications.
- Knowledge of XML is a major advantage.

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