

STRATEGIC ACCOUNT MANAGER

Location: Cambridge, UK
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“Working for a company focussing on machine learning and speech recognition makes you realise you are working in the thick of the next big leap in technology. The Speechmatics Sales team operates in a fast-paced, highly communicative environment talking to and building relationships with a diverse set of customers and industry professionals. Seeing how speech-to-text can help scale processes within businesses in a way that was never possible manually, creates a hugely exciting environment.”

- *Catherine King, Sales Team at Speechmatics*

Background

Speech technology is one of the most popular discussion items at the moment, yet speech interaction is limited to “Alexa, turn on the light”, or “Siri, where is the nearest coffee shop?” We are taking speech technology to the next level using our expertise in Machine Learning and speech-to-text technology to enable our customers to use conversational speech recognition. Our solutions power subtitling on TV, content discovery for videos, compliance solutions in banks, improve efficiency of meetings, and many other use-cases. Our mission is to improve human communication with a global speech engine, that works and put speech back at the heart of communication.

At Speechmatics you’ll be working with some of the smartest minds in the industry. You’ll work in an ambitious team who care about driving growth for the business while providing an outstanding experience for our customers. We’re standing alongside some of the biggest players in the world of speech and you’ll get to bring ideas to the table that will help push the boundaries of our capability. You’ll get to try stuff and develop your own skills while immersed in a progressive and great company culture. You can enjoy benefits including share options, healthcare, life assurance, Bike Doctor, massages, Brew Dogs in the fridge, no red tape and much more. We’re building a company that truly strives to be world-leading and we’re looking for people who wholeheartedly believe they can be additive to our culture and get stuff done. If that’s you, carry on reading.

The Opportunity

We are expanding our commercial team to take advantage of the massive opportunity being presented by machine learning and speech recognition. We need a dynamic, accomplished Strategic Account Manager with a proven track record in a similar ‘start-up to scale-up’ environment who is capable of contributing to the overall success of the business by maximising success from existing customer accounts. If you are a Key Account Manager that has a collaborative approach to working, is adaptable and relishes owning complex problems in a dynamic and challenging (but very enjoyable) working environment then this could be the ideal role for you.

The successful candidate will be interested in helping our friendly and ambitious business expand and mature through implementing and managing a customer success programme, alongside more conventional strategic account planning activities. The introduction of new ways of working and the

ability to apply experience learned elsewhere are also important attributes. The success of the company requires that our existing customers maximise the value that they realise from the use of Speechmatics' product, are able to encourage their customers to purchase our technology and services and therefore maximise usage of our offering.

The ideal candidate will relish the breadth of responsibility required to work in a smaller organisation and will be solely responsible for all aspects of managing our existing customer relationships. No prior experience of speech recognition is necessary, however experience in account management and customer success for a company that provides leading-edge technology both through partner channels and directly would be a distinct advantage. All-in-all this is an unrivalled opportunity to set up and shape an account management and customer success function to deliver results for a business with huge growth aspirations.

Key Responsibilities

- Set a customer success strategy to maximise the value that our customers realise from working with Speechmatics
- Manage and develop a strategy to ensure effective account management for renewals and upselling to our strategic customers. This should include actively monitoring revenues, identifying key trends and putting in place activities to maximise customer performance.
- Forecast renewal and revenue targets and ensure they are met
- Lead and motivate a matrix managed team (there will be no direct line management responsibilities initially) to deliver value and success for our key strategic accounts
- Liaise with other functions of the business (particularly Marketing and Product) to identify and lead initiatives that will enable greater value to be delivered to our customers from our products
- Oversee renewal negotiations to ensure that the business being won is profitable and easy to administrate for the rest of the business
- Maintain a thorough knowledge of the market, the solutions/services the company can provide, and of the company's competitors
- Ensure that pipeline management and customer success is accurately recorded in the company's CRM system to provide transparency to the rest of the business and ensure that ongoing improvements are made to enhance business performance

Cultural Attributes

- **Coachable:** Self-aware, able to identify areas of potential development and put strategies in place to address them to further their professional and personal development. This will include a process of continual evaluation of performance and a plan to address the development needs that arise, including the commitment of own time and resources where necessary.
- **Accountable:** Ensures that every issue has an owner. Define and clearly communicate the resolution path for the issue, bring in other members of the team to contribute when necessary and relentless in ensuring completion. Keeps all stakeholders informed throughout the resolution process and, where applicable, ensures the issue is reviewed to try to prevent recurrence and make the resolution of further issues as efficient as possible.
- **Collaborative/Team Player:** Prioritises the success of the team over own individual achievement and recognition. Likes to solve problems through working with a team and wants to actively contribute to the development of other employees, as well as to learn from them.
- **Positive and Enthusiastic:** Optimistic outlook and a 'glass half full' approach at all times. Able to draw out positive outcomes, even from what seems to be a negative situation and

motivate others to do the same.

- Adaptable/Flexible: Readily accepts that change is a part of working life and is quick to adjust their plans when factors dictate this, even if considerable effort has been expended and/or they are emotionally invested in the previous direction. The immediate response to a change of plan is to work with colleagues to look for new opportunities and incorporate these into the revised direction that is set, communicating clearly at all times about the change, its impact, the options available and the new course of action. Will take a principal role at all times in leading the team to successfully deliver the revised objectives.
- Hard Working: Gets satisfaction from committing to achieving the most they can in each working day. When necessary, will work tirelessly to hit the deadlines that they have been set, both for objectives that they own and also in contribution to those owned by others.

Requirements

Essential

- Proven ability to lead, develop and manage successful account management and customer success activities to deliver exceptional results in terms of customer value derivation, renewals, revenue and customer growth
- Strong team player who will help develop and support all members of the commercial team
- Experience of strategic and consultative account management and customer success methodologies, including their application through partner channels and directly
- Experience of working in high growth small and/or entrepreneurial businesses
- Highly developed written and spoken communication skills
- Rudimentary knowledge of commercial contracts in order to review and make simple drafting changes
- Numerate, with the ability to construct complex, accurate commercial proposals
- Experience of independent account management and sales

Desirable

- Experience of using Salesforce to deliver business benefit

Salary

Competitive salary (dependent on experience), flexible working and some awesome [benefits & perks](#).

Interested?

Get in touch! Send your CV and covering letter to careers@speechmatics.com.