

Account Manager

About the role:

The Account Manager will have a strong understanding of iGaming operations, particularly Sportsbook and Casino, the supply of gaming products and services to operators, techniques for optimising revenues and the management of post-sale relationships. Reporting into the Client Services Manager, this role is key to our client in order to develop and drive relationships and revenues through clients and prospects.

Responsibilities:

- Build and manage close relationships with the allocated B2C clients. These clients may be platforms with multiple Operators or direct integration
- Manage multiple B2C clients in a professional and organized manner. Complete regular client review meetings. Create and manage any backlogs of client requirements. Keep clients up-to-date with documentation
- Ensure clients are optimizing products on their sites. Collaborate with external and internal marketing teams. Pass across marketing materials and digital assets.
- Deliver client revenues in line with company forecasts
- Establish trust and relationships with key client influencers and decision makers
- Work with clients to compile data and insights on product performance versus that of competitors, the effects of targeted campaigns and promotions etc
- Up-sell the existing clients for new products and premium offerings. Work with them to broaden the product footprint within their business
- Liaise with internal Product team as well as other internal departments to effectively respond to clients' inquiries and concerns, and to communicate feedback on client requirements, preferences and valued-added features



Requirements:

- A minimum of 2 years of experience within the iGaming industry
- Experience supporting key accounts and a proven track record in growing an existing business portfolio and in achieving, and exceeding, established revenue targets
- A record of developing strong working relationships with executives, peers, and associates
- Excellent communication skills and experience in drafting proposals and presenting to clients.
- Ability to work independently, and possess strong organizational and time management skills
- Proven competence in negotiating. Good levels of experience in managing B2B clients and in working to contractually agreed commercial terms
- Tech savvy and customer service oriented, proficient in MS Office (Word, excel and Power point)
- Professional, resourceful, and patient, and tactful in handling customer inquiries and negotiations
- Enthusiasm and leadership. A strong work ethic necessary to succeed in a dynamic, fast-moving and results oriented environment.

Desirable:

- Experience working inside an iGaming B2C operator is highly advantageous

Please submit your resume via the FSB website:

<https://fsbtech.com/careers/>