

ACCOUNT MANAGER

ROLE DESCRIPTION

We are a growing social business, and we need team members who want to be an actor of change. Sulitest influences higher education and corporation to mainstream sustainability. We are used on 5 continents and recognized by the UN (see our [last report](#) published for the UN HLPF).

Here we are specifically looking for someone to join our customer success team.

Your mission

You will have mainly a strategic and commercial role, working closely with the industry, identifying, and engaging prospective clients, understanding their challenges, shaping the solutions to meet their needs, all the way through to training and supporting these clients in their use of Sulitest.

You will be working directly alongside the co-founders in driving sales, securing enterprise/university accounts, scaling organic growth, educating the market, and supporting in leading the commercial side of the business.

You'll spend around a 1/4 of your time developing new relationships, 1/4 meeting existing users and supporting them in exploiting Sulitest further, and 2/4 helping the team build strategies and approaches to expand our market reach and other functions. Nevertheless, this role may evolve and change as the company, and you evolve too.

Responsibilities

- Listen to customers to identify and meet their needs.
- Train and support the customer in taking charge of the product / service.
- Manage and grow the company's customer portfolio.
- Collect feedback and analyze the user experience to suggest areas for improvement.
- Follow the action plan and analyze the results and KPIs.



About YOU

You thrive in a dynamic and meaningful environment and are excited about the opportunity to work for a purposeful project.

- *You have experience in relationship building, communication, sales, and marketing.*
- *You speak fluently English and French (other languages are always a bonus as we are an international organization)*
- *You have a Master's degree plus 3 years of experience, or 5 years of experience*
- *High standards & kindness: with yourself as with others, you seek excellence while accepting to be only a human with limited power*
- *Fun & serious: You work seriously without taking yourself too seriously*
- *Proud & humble: You know how to rejoice in our successes, such as accepting, learning, and sharing your mistakes*
- *Me, We, All of Us: You are committed, and you believe in taking care of yourself, the collective and the whole world*

About Us

- o Our core team is composed by Aurelien, JC, and Estela. We are a small, but hard-working and fun team who truly value trust and cooperation. After a successful fundraising we are opening 7 positions to grow our team. Why should you join us? Because we share a bold vision, we help each other to achieve that vision and we trust that each of us is doing our contribution to the best of our ability. And we are very proud to work with a great community of supporters around us!
- o At Sulitest, you'll be given a lot of space to explore, contribute and grow. As a small team, you'll often wear different hats, either because the team needs it or because you would like to try a different style. New ideas are very welcome, and if you are proactive and eager to learn, Sulitest is a great place for you.
- o Our social business is called Sulitest Impact because impact is at the forefront of everything we do, while we also have the responsibility to make the business successful and sustainable.
- o We care for each other on a personal level, and we put relationships first. We are big believers of collective intelligence, co-responsibility, and co-creation. Joining Sulitest at this early stage will be even more special as you'd have the opportunity to help us shape the culture and how we work.



WHEN

First Semester 2022.

WHERE

We are a close-knit team that knows how to work independently. We have two offices: one in Paris (near the [Cours Saint Emilion](#)). and the other in Marseille (in the "Parc National des Calanques" in [Luminy](#)).

We like to be together physically to work, but we also know how to adapt to the needs of each one.

REMUNERATION

From 37k€ to 55k€, including individual and collective bonus

HOW

Share with us your CV and why you are interested in the role, by sending an email to contact@sulitest.org