

## Senior Account Manager (f/m/d)

### About collectAI

collectAI provides digitised, AI-based collection services to manage account receivables. Covering the end-to-end process from e-invoicing, dunning to debt collection it helps clients balancing between collection rates, costs and customer retention. With this, collectAI fundamentally improves the customer experience, putting the needs and behaviour of the end consumer to the centre of the service. It uses digital communication channels and payment solutions to innovate and digitise the invoicing, reminder mechanism and debt collection process. collectAI, founded in 2016, is part of Germany's largest e-commerce retailer, the Otto Group.

### About the Job:

As an Account Manager, you will manage a portfolio of assigned clients and partner to ensure long-term success. You will build and maintain strong, long-lasting client relationships, connect with various stakeholders and executive sponsors. You will operate as the primary point of contact for the client, as a relationship manager and an advisor.

You will represent the client expectations and requirements inside our organization. You will navigate between clients and internal teams to ensure the successful delivery of our solution and continuous improvement initiatives.

You understand well our product, know the specificities of the technical setup with our clients. Additionally, you understand the processes of our clients and propose improvements that fit best to their needs and objectives. Your actions are driven by the technical and commercial understanding, you make decisions based on the strategic goals of clients and collectAI and bring value to both parties.

Additionally, you will ensure regular communication among internal and external parties and track key account metrics to identify and present opportunities for improvement and growth.

### Who we're looking for:

- After earning your degree at a top university, you have gained at least 5 years of experience in an account management position in a tech /startup environment or financial services environment.
- You have a track record of successful managing client relationships and/or project management and you are passionate about managing and advising your clients.
- You are a self-starter with the confidence to deal with multiple executive levels within an organization and additionally to lead and manage various stakeholders and get things done within a project organization.
- You bring excellent verbal and written communications skills and strong listening and presentation abilities.
- Independence, flexibility and speed are essential for you. Entrepreneurial drive and the ability to attain goals in a fast-paced environment complete your profile.
- Additionally, you are fluent in German and English.

**What we offer:**

- An international team of experienced tech and business people
- Modern working environment located in the Hafencity of Hamburg
- Self-responsibility and initiative taking
- Goal oriented company mindset with agile and self-organized teams
- Corporate benefits such as gym membership, shopping discounts and HVV job ticket

We're looking for a smart, trustworthy team member, who will enjoy the fast-paced, start-up environment. Joining our team as Account Manager, you will have a unique chance to have a direct impact on our success by being part of a very strategic role for us!

If you are interested in joining our team, please send us your application either in German or in English for the attention of Max Bense.