



Senior Account Manager at Mous



About Us

Mous is a young, disruptive and rapidly growing lifestyle accessory start-up. We provide smart solutions centred around protection and functionality that hold design and craft at their core. We've grown from a guerrilla crowdfunding campaign to an internationally recognised brand, shipping to almost every country in the world. We've made it our mission to disrupt the saturated lifestyle accessory market, whilst constantly pushing the boundaries of what it means to be an engaging brand. We knew that in order to achieve this, our products needed to be three things: stylish, functional and protective. After months and months spent designing and testing, we created our unique AiroShock technology and paired it with raw materials to launch our signature Limitless case.

...that was in 2016. Since then, we have rapidly developed and expanded our product range, offering a multitude of cases with an array of add-ons! We've also picked up numerous awards along the way, including best 'UK Crowdfunded Business of the Year in 2017' and coming 3rd in The UKStartups100's in 2018!

After going from strength to strength (we hit annual revenue of £8.5M last year!), we are continuing to exceed the limits of what we can do and there has never been a busier time for us. We are looking for a talented Senior Account Manager to manage our ever-growing customer base and to take our Retail arm to the next level! We're seeking those who challenge, who question, and who always look for new ways to improve products and solve problems.

About the Role

As a Senior Account Manager at Mous, you'll be responsible for maintaining and developing existing customer partnerships to increase Mous' brand awareness across the globe. In a highly strategic role, you will be involved in defining and implementing a global Retail strategy that works for both us and our customers. You will gain exposure to numerous areas of business, developing not only your relationship building skills, but your financial, marketing and operational skills. Your core responsibilities will include:

- Building strong, lasting relationships with relevant stakeholders
- Define and implement Mous' Retail strategy
- Identifying, qualifying and securing new business opportunities
- Travelling worldwide to lead customer meetings and pitches
- Developing new and innovative brand-focused initiatives to engage with our retail customers
- Working in collaboration with multiple departments within the business – including Logistics & Operations, Marketing and Product
- Developing quotes and proposals when needed
- Ensuring our customers are adding value and become true ambassadors of our brand
- Manage the business plan negotiations for your brand and tracking against this all year
- Developing sales collateral to enhance retail and distributor understanding of our brand
- Taking ownership over demand planning for both BAU and peak forecasting
- Researching and attending relevant international trade shows and events around the world

About You

- You'll have graduated from a top University; achieving a 2:1 or above
- You'll have at least 2 years of Account Management experience within FMCG, dealing directly with retailers and/or global distribution partners
- An Excel / Google Sheets whizz with experience of sales forecasting, demand planning and data visualisation

- You'll have sufficient experience negotiating contracts and commercial terms
- You'll have experience in start-up environments or an eagerness to work in one
- You'll have a sound knowledge of retail operations within an omni-channel business
- You'll be a natural problem solver with a logical mind, continuously looking for new ways to innovate and improve
- Above all, you'll be hungry to develop within your career, striving to become a future leader within our business.

What We Offer

Based at our East London offices at a WeWork, you'll be working in modern open plan offices surrounded by young creatives and innovative businesses. With our own beer taps, happy hour Thursdays and regular on-site activities (including puppy therapy!), you'll have the opportunity to play hard as well as work hard.

- A competitive starting salary with 6-month reviews
- A steep learning curve with the chance to make a tangible impact within a growing business
- Outgoing and sociable team with monthly company socials
- Charlie HR perks package including discounts on hundreds of high street brands and services
- 25 days holiday, plus bank holidays and team away days
- Employee Pension Scheme
- Employee Assistance Programme
- Discounts for F&F on Mous products
- Huge opportunities for career progression in a high-growth start-up. Dream big, work hard and make things happen!

Want to know more about life at Mous? See what our employees think by following this link:

<https://app.escapethecity.org/organisation/mous-1537991021288x415861537214368600>

Before you carry on with your day, check out some of videos here:

Our unusual story:

<https://youtu.be/Wwp8O8n7Z1M>

We sent a phone to space:

<https://youtu.be/PywmDoENqdE>

Drop Tests in Sydney, Hong Kong and London:

<https://youtu.be/KLe2shFrWB4>