



*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. Since day one, we've been determined 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 multiple cases per phone 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 graduate Account Manager to come on board to support our Retail team. 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 an Account Manager at Mous, you will be responsible for proactively sourcing new strategic partners worldwide. You'll do this by researching relevant organisations to identify key decision makers across various markets. In a highly strategic role, you'll have the opportunity to grow Mous' customer base and build strong, lasting relationships with clients. As an integral part of the Retail team, you will be heavily involved in executing the retail strategy and will have real responsibility from day one in growing numerous geographical regions. As such, you'll have the opportunity to travel far and wide, meeting with potential distributors and spreading the word about Mous! Your responsibilities will include:

- Identifying, qualifying and securing new business opportunities.
- Build and maintain strong working relationships with clients.
- Pitching to new clients and being knowledgeable enough to answer any questions they may have.
- Developing quotes and proposals where needed.
- Creating new and innovative ways to engage with our customers.
- Researching and keeping up-to-date with industry trends to stay one step ahead of our competitors.
- Keeping on top of all sales admin – processing orders and invoices, maintain customer profiles, documenting sales activity and forecasting.
- Documenting all sales activity, reporting to senior management and providing vital feedback from customers to all departments in the business.
- Liaising across multiple departments within the business – particularly Operations & Logistics to ensure orders are processed and shipped in line with customer expectations.
- Solving complex customer issues and helping to drive positive customer feedback.
- Managing own workload and meeting targets set by senior management.
- Attending industry conferences and exhibitions to meet new clients and keep ahead of the industry curve.

## *About You*

- You'll have graduated from a top University in a STEM subject; achieving a 2:1 or above
- You'll have a genuine interest in pursuing a career in Sales and Account Management
- You'll be keen to take ownership of tasks and projects from the start and the prospect of juggling several things at once in an agile environment excites you.
- An Excel whizz - confident in using advanced formulae and functions as well as working with large, sometimes complex, datasets. Ideally, you'll have experience compiling reports and models from various sources.
- You'll have experience in start-up environments or an eagerness to work in one.
- 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 a highly ambitious self-starter with the drive to push both the business and yourself to the next level.

## *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 team events, you'll have the opportunity to play hard as well as work hard.

- A competitive starting salary and regular performance related bonuses
- Charlie HR perks package including discounts on hundreds of high street brands and services
- Employee Pension Scheme
- Employee Assistance Programme
- Outgoing and sociable team with regular company socials
- 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>