



Client Partner

The role in a nutshell...

As a Client Partner, you will be responsible for managing larger client relationships and executing digital strategies on Amazon, as well as providing consultancy services for ad hoc clients. Your role will be centred around building long term relationships with your clients, advising and executing Amazon strategies based on agreed commercial targets.

A bit about us...

Toucan Ecommerce was launched to support brands on their journey into the digital world. We saw a gap in the market where most brands want to sell their products on Amazon, but struggle with the technicalities and the strategy. That's where we come in! We work collaboratively with brands of all sizes, enabling them to launch and sell effectively on Amazon, boosting their sales and driving value for each client.

We are proud to say that we are working with some of the biggest brands in FMCG, sports nutrition, healthcare and beauty just to name a few. We handle Amazon revenue in excess of £10M spread across multiple clients and marketplaces and are looking to further grow the business.

You will be working in a close-knit team, operating alongside the two founders of the business who have years of experience in the ecommerce and digital marketing industries. We are seeing substantial growth in a unique digital sphere and you will be one of the early employees in the company and crucial to our success.

Ideally, we are looking for a candidate who has experience working with Amazon. Due to the fast-growing business we will be relying on you to drive this role forward using your previous experience to help influence and guide the direction of our operations here at Toucan. We are eager for an individual to come in with a 'can-do' attitude, proactivity and the desire to drive their client accounts forward - seeking to add value wherever possible.

As a senior hire, you will be reporting into the Head of Client Services.

Key Responsibilities:

The role involves liaising with senior stakeholders, helping to maintain and build positive client relationships whilst delivering success for our clients in their online sales objectives.

You will be:

- Working with clients on their Amazon marketing/sales strategy [Vendor Central and Seller Central]
- Implementing effective product launches on Amazon
- Managing client budgets and running Amazon Advertising campaigns in line with agreed KPIs
- Liaising with Amazon Vendor/Seller Managers
- Reporting on sales, marketing campaigns and account performance
- Supporting brands on their launches into other Amazon territories
- Regularly meeting with clients
- Networking with clients and industry members to gain new leads and opportunities

Skills/Requirements:

- Experience managing clients or accounts
- Experience working with Amazon platforms (Vendor Central and/or Seller Central)
- Proven strategic thinker with an ability to drive client's strategy
- Microsoft office knowledge - Powerpoint, Excel, Word
- Proven written and verbal communication skills
- Self-starter with a can do attitude
- Ability to work individually and in a team
- Excellent organisational and priority setting skills

Toucan Performance Standards:

- **Clients are at the forefront of what we do:** always put clients first
- **Investing in our staff:** proactively work to develop yourself and the rest of the team
- **Actions speak louder than words:** follow through with what you say you're going to do, to the team and clients
- **Complete professional service:** act professionally with colleagues and clients at all times