

Customer Value Executive – Full Time Permanent

Job Reference: SCICVE19

Job Title: Customer Value Executive

Location: Cambridge

UK Salary: £ Competitive dependent on experience

Benefits: Healthcare, Pension (7%), Stock eligibility, Bonus plan, 25 days' annual leave

Hours: 37.5 hours per week (Monday – Friday)

The Company

SciBite Limited is a young, exciting scale-up stage company based in Cambridge UK that is transforming the way life science organisations handle text and documents. Our semantic solutions understand the complexity and variability of content within Life Sciences yet are still simple to use. We can quickly identify and extract scientific terminology from unstructured text and transform it into valuable machine-readable data. Flexibility is key. Multiple deployment options from pre-built end-user applications through to 3rd party application integration mean that the value of our semantic technology reaches a much broader audience than ever before.

The Role

Reporting to the Head of Sales, we are looking for a creative, motivated and self-starting individual to support the sales department in its primary and administrative duties. This role has been created for someone to support the overall sales strategies by working closely with the sales and marketing teams. The role will provide the opportunity to work within exciting areas such as Artificial Intelligence, Big Data, Deep learning, text analytics, text mining, semantic enrichment and more. This role is an important feature for the success of some of the key marketing, Sales, customer support activities and the attainment of their respective goals, as well as the long-term growth of the company. A true all-round role, making it both exciting and very rewarding.

Duties:

CRM Management:

- Maintain, clean & update information in PipeDrive - add missing information such as job title, LinkedIn profile, department or e-mail address, merge duplicate records, etc.
 - Add new contacts/prospects into PipeDrive
 - Use PipeDrive as the #1 tool to enter all communications, notes and outreach attempts to account/contact
 - Liaise with Head of Technical Sales regularly to add functionality and fields to PipeDrive to aid in overall use of CRM tool. Ensure PipeDrive SOP is kept up-to-date and communicate internally how PipeDrive should be utilised.
-

Lead generation New Accounts and Existing Accounts:

- Manage and qualify incoming leads from events, webinars, web leads, inbound phone leads, referrals, etc.
- Prospecting:
 - Reach out to prospect accounts that have been identified as potential targets (reach out in various ways: phone, e-mail, LinkedIn message, etc.)
 - Work with sales and marketing teams to develop targeted region campaigns to increase lead generation and support pipeline development.

Day-to-day Account Management:

- Organising and coordinating training for end users
- Understanding customers current use case and future plans
- Communicating product enhancements to the customers
- Supporting retention efforts by identifying potential risks, expansion opportunities and get referrals
- Communication/outreach to customers on the # of service/support days remaining on contract.

Marketing activities:

- Outreach support to boost attendance to SciBite organised event: User Group meetings/workshops, Webinars, Product launches, Marketing & call to action campaigns.

Reporting:

- Comfortable building and pulling reports from PipeDrive for management, marketing or other departments when needed.

Qualifications/Skills/Experience:

- Experience within a marketing environment
 - Strong organisational skills with customer orientated approach
 - Experience with event organisation
 - Ability to translate sales requirements into marketing support
 - Strong understanding with use of social media
 - Excellent knowledge of MS Office
 - Exceptional communication and people skills
 - Creative influence and flair
 - Ability to work with little supervision and as part of a team
-

What We Offer:

A career at SciBite comes with the chance to help tackle real-world challenges of some of the biggest companies in biomedicine and beyond. Coupled with that comes competitive salary, a fantastic benefits package, share options and the chance to work in an environment that encourages innovation and personal development. Perhaps most importantly, working at SciBite offers a chance to enjoy working in a small, friendly team where what you contribute really makes a difference. We're in a great location with good train and road links and are often found having a team meeting in the fabulous surroundings of the Duxford Aircraft museum opposite our office. If you're excited by innovation and want to join a company that's breaking new ground and growing quickly, please apply at careers@scibite.com quoting the position reference above.
