



TKWW international limited



#JOB-2444007

TKWW INTERNATIONAL LIMITED, Unit 3/15,



Dockgate, Dock Road, The Docks, Co.

Galway, H91 X3FN



No of positions : 1



Paid Position



40 hours per week



To be Confirmed



21/04/2026



19/05/2026

How to apply

Application Method :

Not available



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Senior Account Manager

Application Details

In order to work in Ireland a non-EEA National, unless they are exempted, must hold a valid employment permit. Please review the [Eligibility and requirements for an employment permit](#) if you are unsure of your eligibility to apply for this vacancy.

Job Description

The Senior Account Manager is responsible for meeting or exceeding expectations for unit and revenue retention among the TKWW WeddingPro (vendor) base. In this role, you will develop a consultative relationship with a set of accounts, maintaining and growing those partnerships. Your goal is to provide proactive coaching and development regarding TKWW services to help paying vendors stay on track and see success with our platforms and services, ultimately meeting and exceeding business goals.

RESPONSIBILITIES

Consultative Partnership: Build relationships with key vendor contacts and consult proactively with vendors in the SMB/Mid-Market space on how to achieve results with TKWW products, including storefront content and lead response cadence.

Revenue & Retention Management: Maintain ownership and accountability of a regional/territory-based book of business to achieve monthly ACV targets.

Direct Retention: Directly own vendor retention by managing manual and auto-renewals, and handling saves for both obvious and subtle requests to cancel or downgrade.

Vendor Advocacy: Champion vendor sentiment by conducting proactive outreach and acting as the "voice of the vendor" to help leadership improve vendor satisfaction and long-term LTV.

Strategy & Communication: Contribute to the redesign of vendor communication flows and email strategy as a Subject Matter Expert (SME).

Onboarding & Performance: Conduct assigned account onboarding to set new vendors up for immediate success while remaining 100% compliant with all data, record-keeping, and reporting requests.

Technical Leadership: Act as the primary point of contact for new hires and the go-to resource for technical issues and product-related queries.

Cross-Functional Collaboration: Work with various teams to support strategic initiatives, resolve complex vendor issues, and drive operational improvements.

SUCCESSFUL ACCOUNT MANAGERS HAVE

Experience: 2+ years of experience in a consultative renewal, retention, expansion, or cancellation role within a SaaS or similar environment.

Proven Performance: Ability to articulate consistent and proven performance against revenue goals and customer performance targets.

Account Management: Experience owning a smaller, higher revenue/higher impact book of business and comfort with direct accountability for customer outcomes.

Influencing Skills: Proven influencing and problem-solving skills, with the ability to get customers to “yes” in multiple situations using multiple tools.

Communication: Excellent written, verbal, and virtual/in-person communication and presentation skills.

Technical Proficiency: Proficient in Salesforce, Google Suite, and Gong.ai to track interactions, optimize outreach, and improve retention.

Analytical Skills: Quantitative and analytical skills, including the ability to walk vendors through data/analytics.

Adaptability: Thrives in a high-paced, highly collaborative team environment and is comfortable with change.

- This vacancy is suitable for Remote/Blended working
- **Sector:** professional, scientific and technical activities

Career Level

- Experienced [Non-Managerial]