

Business Support Manager (m/f/d)

Location: London

About us

B2B Media Group is one of the leading B2B data providers in Europe. With over 80 employees at 6 locations in Germany, England and Bulgaria, we help hundreds of B2B companies achieve their marketing and sales goals. Industrial and IT corporations as well as hundreds of medium-sized companies and media agencies rely on our technology and unique B2B data.

Our Mission: Fuel the marketing of any B2B company with our unique audiences and insights.

B2B Media Group, a global data, marketing and services company, is seeking a Business Support Manager to join the global team in London. B2B Media Group is all about helping companies to win online. It's about data-driven campaigns, lead generation, ABM and revenue-based results.

The Business Support Manager role will be instrumental in helping us to manage our client base. In this role, you will be responsible for supporting the Global Sales Team and their customers in all sales and organizational related topics. To succeed in this role, you must be a very good listener, perfectly organized and have the ability to build, nurture, and maintain strong relationships with a great number of people at all levels - from the switchboard to the board of directors. The position can be filled on a full or part-time basis.

Your responsibilities

- Keep the customer and prospect database up-to-date by researching and qualifying accounts in collaboration with the Account and Sales Management Teams
- Develop, nurture and maintain strong relationships with administrative workforce of existing media agencies to maximize and prioritize the efforts of the Account and Sales Management teams
- Work quickly to address and resolve no sales related customer issues and report to the Account and Sales Management teams
- Notify the Account and Sales Management teams of new sales and cross-selling opportunities
- Plan and organize the client meetings for the Account and Sales Management Teams
- Plan, book and manage the business travels from the local and international team including flights, accommodations, restaurants
- Support the marketing efforts for the global market including charity, events organization
- Meet accurate monthly and quarterly Meeting forecasts / reporting for account and sales managers
- Be the voice of the London office and confident for all of our international customers
- Clearly and articulately communicating information out to clients and internal colleagues to ensure a seamless, world class client experience
- Help promote and maintain a positive company image

Your experience

- 5+ years of relevant, customer service experience. Experience in the media world or in the advertising space is a plus
- Native in English and other languages are a plus
- Excellent oral and written communication skills

- Extremely reliable and a team player
- Must have the ability to handle multiple deadlines, phone calls and projects
- Strong organizational skills, attention to detail, and top-notch time management skills

What we offer

We offer a permanent position in a fast-growing, data-driven online marketing company with a focus on B2B. A secure working environment with flat hierarchies and fast decision-making processes is what sets us apart. Our way of working is characterized by trust, openness, a lot of fun and a good work-life balance. We have offices in London, Sofia, Berlin, Munich, Würzburg and Augsburg and work with a highly motivated international team. In times of Covid-19, a virtual office is of course offered, and we also allow flexible working models beyond that.

Please send

- Your CV
- Brief information on availability
- Your salary expectations

greatthings@b2bmg.com