



## Associate Account Manager

### Offer

We are looking for an energetic, motivated and experienced Associate Account Manager interested in having a high-impact role in a **fast-growing scale-up**.

We are searching for someone experienced to advise and guide our customers, ensuring they use our solution successfully, adopt it widely, and are continually driving business value from Smeetz. You will be the central point of contact of our customers and will be working closely with them to discover their business needs and challenges.. You will be responsible for establishing a good relationship with customers from the beginning of their Smeetz journey.

The position is **open immediately** and it will take place in our main office in **Lausanne**. The salary will be discussed during interviews.

### About the role

You will be responsible for maintaining a good relationship with customers, from start to finish. Routine is not part of our daily life at Smeetz. In a day, your responsibilities can go from having a demo with a customer to managing the launch of a project in collaboration with our product team.

#### 1) Activation of new organisers

- Partner with our marketing and sales teams to smoothly activate organisers.
- Onboard and train new organisers on how to use the platform.
- Identify common customer challenges to suggest better solutions.

#### 2) Collaboration with sales

- Review sales offers to prospects
- Participate to prospect demos with sales
- Participate in the choice of your market conferences and associations

#### 3) Customers success

- Help organisers improve their use of Smeetz or discover new features.
- Partner closely with other cross-functional team members to translate business needs and product requirements into new solutions for customers.
- Organise outbound executive business reviews EBRs with our customers
- Identify upselling options and manage to sell it to customers.
- Monitor subscriptions renewals and contract expiries



## About the company

Smeetz is the #1 data-driven ticketing and dynamic pricing SaaS for attractions and cultural venues to optimise revenue and occupancy.

With Smeetz, we provide our customers with an all-in-one solution to manage, market, and price their products efficiently by leveraging data and approaching sales from a tech-savvy perspective.

Smeetz was founded 4 years ago in Switzerland, and since then we have expanded considerably and are now looking to grow internationally. The company is composed of more than 40 team members, some at our head office in Switzerland and some based remotely across their target market countries.

## What you offer

- You are a tech enthusiast and feel **comfortable working in a tech environment**.
- You have great speaking and presentation skills.
- You have the ability to maintain great relationships with customers and partners.
- You have a strong ability to prioritize and are **highly stress resistant**.
- You are a **team-player with a proactive mindset**.
- You have an exceptional sense of responsibility and excellent organizational skills.
- You have experience as an Account Manager in a SaaS, or a similar position
- **Excellent levels of French and English required.** Speaking German is a plus.
- Work permit or Swiss citizenship.
- Having experience in the cultural industry is a plus.

## What we offer

- You will have the opportunity to take part in a fast growing startup, make a difference and manage your time and priorities.
- You will work in a true tech startup environment.
- You will work in a highly performance-driven environment.
- Your successes will be recognised and awarded with more responsibilities.
- We host team-building activities and we encourage personal development in an environment based on trust.

Are you looking for a new challenge and are motivated to take on responsibility quickly? Are you ready to join a team of entrepreneurial and passionate people?

We are looking forward to hearing from you!  
The Smeetz Team.

## How to get in touch?

- By email: [staff@smeeztz.com](mailto:staff@smeeztz.com)
- CV + **Cover letter** (in English)

