

OPPORTUNITY

eCommerce Account Manager

eCommerce digital agency

An eCommerce digital agency is looking for an Account Manager to build strong client relationships and help retailers get more value from their online stores. You will be the main commercial contact for a portfolio of clients, understand their trading goals and work with delivery teams to turn growth opportunities into action.

What you will do

- Build and maintain relationships with retail and eCommerce clients.
- Learn each client's business, customers, priorities and growth targets.
- Lead regular account reviews and recommend improvements.
- Identify opportunities for new projects, services and ongoing support.
- Prepare proposals, manage commercial conversations and grow existing accounts.
- Work with project managers, developers and other specialists to clarify priorities.
- Monitor account performance, budgets, renewals and client satisfaction.

Essential experience and skills

- Experience managing client accounts in an eCommerce, digital or technology environment.
- Knowledge of at least one major platform - Magento / Adobe Commerce, Shopify / Shopify Plus, BigCommerce or commercetools.
- Experience working with retailers, brands or other eCommerce businesses.
- Understanding of online trading, customer journeys, conversion and retention.
- Confidence discussing commercial goals with senior stakeholders.
- Experience identifying and developing growth opportunities within existing accounts.
- Strong relationship management, organisation and communication skills.

Useful experience

- Working in an eCommerce or digital agency.
- Managing a portfolio of retained clients.
- Platform migrations, integrations or website improvement programmes.
- eCommerce analytics, performance reporting, proposals and renewals.

What success looks like

Clients trust you to understand their business and bring useful ideas. Accounts stay healthy, relationships grow and the work creates measurable value.

Interested in this role?

Send your CV and a short note to Connect.

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