

## Key Account Manager Eastern Europe

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Company: Catawiki

Location: Poland

Category: other-general

### Who we are

„ - at Catawiki, we come across exceptional objects such as these every day.

Catawiki is the leading online marketplace to buy and sell special objects. We offer over 75,000 special objects in auction every week — each reviewed and selected by one of Catawiki's hundreds of in-house experts specialised in Art, Design, Jewellery, Fashion, Classic Cars, Collectables and many more.

We've sold 10 million unique items to date and it's our mission to become the world's most popular auction destination for special objects.

We're an innovative, pioneering and **fast-growing scale-up**. If you think you can make a difference to our team, go ahead and apply.

### About the role

Catawiki Collectables is looking for a new Key Account Manager to drive our markets for Central & Eastern Europe. This role will be based in Amsterdam to liaise with the sales team based in our headquarters. The Key Account Manager drives GMV from the existing seller portfolio. In addition to Account Manager responsibilities, you are qualified as a specialist in tailoring the approach and solutions to different types of Collectables sellers.

You work closely with experts to accelerate growth (eg. through maximizing the seller's understanding of Catawiki's quality guidelines and by managing commercial deals). You will be part of the Collectables Supercluster Sales team and report to the Sales Manager and Sales Director.

### About the team

The Collectables Account Manager Team at Catawiki is a dynamic and collaborative group of professionals, and we play an essential role in shaping Catawiki's success. Each Account Manager is responsible for his/her territory and categories, and makes sure to lead the strategy and success of the sellers. We use our knowledge to create plans that fit our area and help Catawiki grow. This means we know a lot about the market, and we use this information to make our strategies work. We work closely as a team, sharing learnings/success stories and coming up with new ideas. This helps us stay on top of what's happening in the collectibles market. The account manager team is a bunch of passionate individuals who love what they do. We're on a mission to make Catawiki the ultimate destination for collectors to discover amazing items and for sellers to connect with buyers in the most exciting way possible.

### **What you'll do**

**Seller Development:** Develop deep knowledge of sellers' needs and educate them on fulfilling key performance indicators (KPIs) such as reserve price optimization and adherence to quality guidelines.

**Strategic Planning:** Establish medium and long-term strategic growth plans for our assigned sellers, aligning closely with Category Managers and Sales Directors.

**Communication:** Regularly presenting progress updates to senior management and peers, we ensure transparent communication on the performance of our accounts.

**Collaboration:** Proactively working with experts, we accelerate profitable growth and foster lasting relationships with our sellers through various communication channels, including phone calls, face-to-face meetings, email, and participation in fairs.

**Leadership:** Lead commercial strategies within your territory in collaboration with the experts. Set up sales meetings with experts and sellers and lead the conversations

**Business Reviews:** Conducting regular business reviews, we possess a thorough understanding of commercial processes, main KPIs, and translate insights into relevant data and actions.

**Strategic Partnerships:** Building long-term commercial plans with sellers and utilizing incentive programs to improve performance are key aspects of our role.

Customer Experience: Educate sellers in driving a positive Customer Experience to buyers, ensuring a seamless transaction process.

Innovation: Translating new opportunities into commercial actions, we contribute to the continuous growth and success of Catawiki.

### **What you'll bring**

Communication Skills: Excel at communicating in person, over the phone, via email, and across teams.

**Languages: Fluent in 2 of the following languages (on top of English): Polish, Romanian, Czecho-Slovak, Hungarian, Serbo-Croatian**

Expertise: Nurture strategic relationships with top sellers and demonstrate a deep understanding of the company and the sellers' needs.

Strategic Perspective: Possess a strategic mindset to drive growth and excellence in the marketplace.

Negotiation Skills: Skilled in negotiation to secure profitable deals and partnerships.

Autonomy and Organisation: Work autonomously, demonstrating excellent organizational skills.

Passion for Collectables: Display a genuine passion for collectibles or perhaps have a collection yourself, allowing you to understand the language of our sellers.

Travel: Open to regular travel to meet top sellers.

Tech Skills: Capable of using Google tools (sheet, slides) and data; experience with HubSpot is a plus in our data-driven company.

### **Where you'll be**

**The role is ideally based in Poland or Estonia, with a work-from-home arrangement.**

### **Here's what we can offer you**

This is your chance to join our mission to fulfill people's passions as part of a young and dynamic organization. You'll be part of an enthusiastic, highly motivated team of 800+ Catawikians.

Additionally, you can expect:

A challenging role in a diverse, international and fast-growing organisation with over 50 nationalities.

Regular fun activities both on and offline e.g summer parties, boat rides and regular team events.

Great secondary benefits including a holiday allowance and a fantastic pension plan paid for by Catawiki.

Hybrid ways of working between home and office. We offer remote and activity-based working, suited to the team and individual responsibilities

We care about our teams' wellbeing and offer a holistic wellbeing programme including our Employee Assistance Programme offering clinical services, single-session therapy, wellness support and more.

Tailored learning and development opportunities to support your personal and professional growth;

We want to help you celebrate special occasions in life by:

Provide employees with a 100 EURO Catavoucher upon joining and 50 EURO birthday Catavouchers;

Extra days of annual leave for work anniversaries at 3, 5, 8 and 10 years;

Additional leave allowances for important life events such as moving, engagement & marriage;

Each year Catawikians get an additional day's leave to Pursue their Passion!

Please note that our benefits offering changes depending on which country you are employed in. For our country-specific offering please ask your recruiter.

### **Our commitment to you**

Catawiki's eclectic team represents an international and intergenerational mix of people from different professional and cultural backgrounds. We foster an inclusive and queer-friendly work environment, committed to making every Catawikian feel welcomed and empowered.

Whatever your story, we encourage you to bring your unique perspective to the table.

Catawiki stands with Ukraine and encourages people displaced by the current conflict to apply.

In addition to the several initiatives we've launched, we're open to ideas on ways we can

continue to support the humanitarian effort.

### **Our offices and way of working**

We have sensational offices in Amsterdam, Groningen, Paris and our newest office in Lisbon. Most of our employees are within commutable distance of one of our office locations and enjoy a hybrid work model. This means we expect you to be in the office 2 out of 5 days, roughly 40% of your working time, to collaborate and connect with each other. The exception is of course, if the job description specifically states that the role is 100% remote, as some experts and sales positions are.

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