

Customer Relationship and Account Management

Company Overview

Seekable is a fast-growing company based in Amsterdam, dedicated to efficient detection and monitoring of buried cables and pipelines for the offshore sector. With an experienced team and a strong client network, Seekable is focused on improving reliability and cost-effectiveness in underwater infrastructure management. Seekable focuses on the rental of its proprietary cable tracker system, mainly to keep in touch with their client database.

Job Description

We are looking for a versatile and proactive **Customer Relationship and Account Management Specialist** to strengthen client relationships, drive business growth, and contribute to both companies expansion strategy.

Core Responsibilities

Leadership & Team Collaboration

- Take a leadership role in guiding client-facing initiatives and business development strategies.
- Collaborate closely with founders to ensure alignment with company goals.

Client Relationship Management

- Maintain regular contact with existing clients through structured periodical meetings.
- Conduct interviews with partners and clients to understand their needs and challenges.
- At international conferences, you will be the face of Seekable—presenting our technology, running the stand, pitching our solutions, networking, and turning conversations into new projects.
- Manage client contacts using CRM systems, ensuring data accuracy and actionable insights.
- Develop client newsletters to communicate updates, industry trends, and company achievements.
- Conduct periodic client satisfaction surveys to evaluate relationships and identify expansion opportunities.
- Monitor tender portals (e.g., TenderNED) for relevant opportunities requiring specific licenses.

Marketing & Outreach

- Create a LinkedIn content strategy to enhance Seekable's visibility in the market.
- Prepare conference materials and represent Seekable at networking events.
- Publish articles in leading industry magazines to establish Seekable's reputation as a leader in cable tracking and to raise awareness of the company's expertise and innovations.
- Organize international networking events to foster relationships with clients and stakeholders.

Strategic Management

- Collaborate with Operations Team on quarterly and annual strategic planning, including budgeting.
- Identify growth opportunities within existing client accounts through upselling or cross-selling strategies.
- Develop actionable insights from CRM data to inform strategic decisions.

Reporting & Financial Oversight

- Generate detailed monthly reports on business development activities, including CRM analytics, lead generation metrics, and client feedback summaries.
- Monitor financial health related to customer accounts, including expansion revenue tracking.

Profile

Required Skills & Experience

We are looking for someone who:

- Has a hands-on mindset with a proactive approach to problem-solving.
- Demonstrates strong communication skills, both written and verbal.
- Is proficient in CRM systems and lead generation tools.
- Shows adaptability and flexibility in dynamic environments.
- Has basic understanding of financial planning related to customer accounts.

Preferred Qualifications

While specific certifications are not required, we value:

- Previous experience in customer relationship management or business development roles.
- Background in sales, marketing, or geophysical industries as an advantage.
- Background in geophysics with a strong willingness to dive into sales

Personal Attributes

The ideal candidate:

- Aligns well with the company culture and values collaboration with colleagues.
- Is detail-oriented, self-motivated, and eager to take ownership of tasks.
- Thrives in a fast-paced start-up environment.
- Likes to travel

Do you recognize yourself in this profile and want to be part of our dynamic team? Then we cordially invite you to respond!

We have a small team and want to scale up significantly this year. In addition to the available position, there are plenty of opportunities in other areas of our company that can be tackled.