



Job Title: Account Executive

Department: Sales

Reports to: Lee Payne

Effective Date: October 14, 2022

Job Summary:

The role of the Account Executive is to act as a client advocate and work with internal departments to ensure that client needs are understood and satisfied. The Account Executive is required to build and proactively manage their sales pipeline, make sales calls in-person, over the phone and via email, handle client complaints, collect and analyze data, and improve the overall customer experience while driving sales for Brand+Aid. You will collaborate with other departments to prepare sales pitches, design client communication materials, and other similar tasks. You will meet with executives as necessary to assess sales performance and strategy, develop short and long-term sales goals, and ensure the company's sales goals are being met.

Responsibilities:

- *Proactively identify, cultivate and manage sales opportunities within targeted industries.*
- *Build your pipeline to have a strong mix of early and late-stage opportunities of various sizes.*
- *Communicate with clients to understand needs, address questions and move through the sales process.*
- *Build relationships with clients based on trust and respect.*
- *Collaborate with internal departments to facilitate client need fulfillment.*
- *Collect and analyze data to learn more about client’s customer base and consumer behavior in general.*
- *Keep accurate and current account notes using the company's CRM and messaging software.*
- *Maintain updated knowledge of company products and services.*
- *Resolve complaints and prevent additional issues by helping improve Company processes.*
- *Identify industry trends.*
- *Act as a client advocate with a focus on improving the buyer experience.*

Duties/Responsibilities:

- *Ensure client projects are on track, will meet all applicable timelines and sales goals are met or exceeded.*

Required Skills/Abilities:

- *Excellent verbal and written communication skills.*
- *Excellent interpersonal and customer service skills.*
- *Excellent sales and customer service skills.*
- *Excellent organizational skills and attention to detail.*
- *Excellent time management skills with a proven ability to meet deadlines.*
- *Strong analytical and problem-solving skills.*
- *Strong supervisory and leadership skills.*
- *Ability to prioritize tasks and to delegate them when appropriate.*
- *Ability to function well in a high-paced and at times stressful environment.*



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- *Proficient with Google Suite, Excel, and related software.*

Education and Experience:

- *A bachelor's degree in business or a related field.*
- *2-5 years experience in a creative field.*
- *2-5 years experience working for or with a brand.*
- *Excellent leadership, interpersonal, motivational and communication skills.*
- *Strong analytical, decision-making, and problem-solving skills.*
- *Innovative and entrepreneurial mindset.*

Physical Requirements:

- *Prolonged periods of sitting at a desk and working on a computer.*
- *Must be able to lift up to 15 pounds at times.*

