

Job Title: Account Manager

Summary of Position:

Create long-term, trusting relationships collaboratively with a portfolio of assigned clients, while developing and identifying new business opportunities from existing clients and connecting with key business constituents by performing the following duties:

Principal Duties and Responsibilities:

- Drives growth of the business through hitting prescribed sales goals and growing margins to 35%
- Retains 95% of clients annually through assisting in program refreshes
- Collaborates with internal and external partners with clear, prompt, and professional communication
- Uses CRM (CommonSku) for all tasks and activities
- Responds to customer requests for product and service information.
- Provides consultative sales support and remote training or demonstrations to business partners and end users.
- Processes orders, returns and other administrative aspects of the accounts' needs.
- Maintains calendars of sales programs, monitoring aging reports and keeping sales managers apprised of account status.
- Works closely with customer support groups to enhance sales and customer satisfaction for assigned accounts
- Follow up with clients during and after delivery of services to ensure that their needs have been met.
- Keeps clients up-to-date on the progress of the service they are receiving and changes that affect them.
- Maintains service to clients during critical periods.
- Addresses clients' issues in order of priority.
- Looks for ways to add value beyond clients' immediate requests.
- Addresses the unidentified, underlying and long-term client needs.
- Enhances client service delivery systems and processes.
- Anticipates clients' upcoming needs and concerns.

Technical Requirements – Education, Areas of Knowledge and Experience:

- High School Diploma or GED, Bachelor's degree is preferred
- Strong sales and customer service skills
- Effectively uses business software tools; Commonsku, Hubspot, Google Suite and Adobe Creative Suite
- Ability to read, analyze, and interpret general business reports
- Ability to write reports and business correspondence
- Ability to effectively present information and respond to questions from managers and clients
- Ability to calculate figures and amounts
- Ability to apply common sense understanding to carry out instructions furnished in written, oral, or diagram form
- Ability to deal with problems involving several concrete variables in standardized situatio

Behavioral Requirements - Personal Skills and Competencies:

- **Responsiveness:** Responds to client, vendor, or Internal partners' needs in a timely, professional, helpful, and courteous manner.
- **Initiative:** Pushes clients to consider difficult issues that are in their best interests.
- **Integrity:** Conducts oneself and communicates with others honestly, respectfully, and empathetically.

- **Positivity:** Remains focused and productive in the face of difficult or demanding situations such as pervasive ambiguity, frequent change, or high workloads.
- **Passionate:** Builds partnerships outside and inside the organization to engage the wider community and support the organization's vision.

Working Conditions/Physical Requirements of the Job:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- While performing the duties of this Job, the employee is regularly required to sit and talk or hear
- The employee is frequently required to use hands to finger, handle, or feel
- The employee is occasionally required to stand and walk
- The noise level in the work environment is usually quiet

The above is not intended to be an all-inclusive list of the duties and responsibilities for this job, nor is it intended to be an exhaustive list of the skills and abilities required to do the job. Rather, it is intended to describe the general nature of the job. Employees may, from time to time and on an as-needed basis, be required to perform duties outside of the responsibilities listed here.