

Account Manager

We are looking for an Account Manager to create long-term, trusting relationships with our customers. The Account Manager's role is to oversee a portfolio of assigned customers, develop new business from existing clients and actively seek new sales opportunities.

Responsibilities:

Account management responsibilities include developing strong relationships with customers, connecting with key business executives. Account Managers also answer client queries and identify new business opportunities among existing customers. In this role, you will liaise with cross-functional internal teams (Sales, Operations and Accounting departments) to improve the entire customer experience. This position does not require traveling. If you are familiar with account management software (CRM), have a flair for client communication and understand consumer behavior, we'd like to meet you. Ideally, candidates for this role will know how to meet ambitious individual and team-wide sales goals.

- Serve as the lead point of contact for all customer account management matters
- Build and maintain strong, long-lasting client relationships
- Negotiate contracts and close agreements to maximize profits
- Develop trusted advisor relationships with key accounts, customer stakeholders and executive sponsors
- Ensure the timely and successful delivery of our products and services according to customer needs and objectives
- **Qualifications:**
- Proven work experience as an Account Manager, Key Account Manager, Sales Account Manager, Junior Account Manager or relevant role
- Demonstrable ability to communicate, present and influence key stakeholders at all levels of an organization, including executive and C-level
- Solid experience with CRM software (e.g. ACT, Salesforce CRM or HubSpot) and MS Office (particularly MS Excel)
- Experience delivering client-focused solutions to customer needs
- Proven ability to juggle multiple account management projects at a time, while maintaining sharp attention to detail

Experience:

- Comfortable with high call volume
- Retail and customer service experience helpful
- Problem solving skills
- Willing to learn
- Team player
- Able to take care of multiple tasks at one time
- Ability to communicate at all levels
- Able to meet deadlines on time
- Negotiating skills helpful