

JOB DESCRIPTION ACCOUNT MANAGER

Reports To: Client Operations Manager

General Description:

The Account Manager is responsible for owning responsibilities related to key accounts. In this role you will serve as the lead contact for existing customer account matters, ensure customer loyalty and success as well as support customer retention efforts. You will work collaboratively with internal stakeholders to deliver superior service to our customers and ensure that their needs and goals are met. This position will focus on strengthening and expanding our services to existing customers, as well as supporting the team in pursuing new opportunities. As a Subject Matter Expert (SME), you will be responsible for all customer needs and day-to-day account management. The Account Manager position is crucial to our day-to-day operations and long term goals. Managing our client accounts has a significant financial impact on our business. You will be expected to work independently with a great deal of autonomy and discretion. You will also be expected to be a major contributor to the success of your team members.

Key Responsibilities:

- Quickly and effectively retrieve and research information using various systems and processes to assess and respond to customer and team member needs;
- Maintain a positive, customer first attitude;
- Build and sustain relationships with customers for business growth including tailoring and personalizing specific messages/products for individual customers;
- Devise solutions to problems you are presented with by defining the problem, collecting the data, establishing the facts and drawing valid conclusions as a remedy;
- Ensure internal alignment on account growth and retention strategy by partnering with internal teams to execute on and drive expansion;
- Authorize customer accounts;
- Identify and drive transition and adjustment of efficiencies to optimize individual customer satisfaction and profitability;
- Log inquiries into inquiry tracking system where appropriate and document follow-up efforts;
- Actively monitor industry trends;
- Demonstrate effective decision making skills and de-escalation techniques in resolving customer concerns;
- Provide technical assistance, training and product education to engage meaningfully with our customers/prospective customers about our products;
- Meet targets and coordinate projects;
- Collaborate effectively on cross-functional teams;
- Ambassador for the organization;
- Other duties as assigned.

Minimum Requirements:

- High School Diploma;
- Minimum 5 years of customer facing and industry experience preferred;
- Sound understanding and application of operational skills;
- Leadership skills;
- Customer service, retail and/or healthcare experience required;



- Ability to-develop relationships and working knowledge of customer policies and procedures preferred;
- Ability to adapt based on industry trends/needs;
- Excellent inter-personal skills, including influence, conflict resolution, communication, and team building;
- Ability to effectively deliver difficult conversations with positive outcomes;
- Excellent organizational and prioritization skills;
- Ability to effectively negotiate with internal and external customers including the ability to evaluate the needs and interests of these customers;
- Strong problem solving ability;
- Advanced Microsoft Office Suite experience and ability to develop and deliver presentations.
- Ability to work with a computer, scanner, and/or printer;
- Ability to multitask;
- Professionalism;
- Ability to work with and understand marketing and financial data, product and research information and related documents;
- Ability to think independently and critically;
- Ability to handle complex accounts;
- Ability to read, analyze industry documents and internal documents;
- Reliable and effective transportation;
- A Valid Driver's License and the ability to drive.

Physical Requirements:

Sitting and/or standing, reaching, bending, twisting, climbing, grasping, holding, pushing, pulling and/or lifting up to 15 pounds at times.

Environmental Conditions:

Office environment

Computer screens

Fluorescent lights

Marketing calls including but not limited to office environments, conferences, golf outings, restaurants, etc

Travel

THE ABOVE IS NOT INTENDED TO NOR BE CONSTRUED AS
A LISTING OF ALL THE ESSENTIAL JOB FUNCTIONS OF THE ACCOUNT MANAGER POSITION