



POSITION: Account Manager (AM)

POSITION SUMMARY:

The main focus of an account manager is to take care of existing clients, be an internal client advocate, and coordinate necessary resources internally to take care of their clients' needs. Account Managers serve as client advocates to deliver products and services that solve business problems. AM's will also make sure clients are aware of new features and add-on products that will enhance their system and productivity. Account managers will coordinate the preparation, delivery, and follow-up on proposals for maintenance renewals, add-on sales, and consulting engagements. Our goal is to provide EXCEPTIONAL client service. Every client will have a dedicated Account Manager assigned to their account.

PRINCIPAL DUTIES & RESPONSIBILITIES: (Core Competencies)

As an Account Manager, you will be:

- Responsible for the daily management of client accounts.
- Continuously develop and foster a supportive work environment.
- Directly responsible for ensuring positive customer relations with the client.
- Responsible for managing the renewal process across their account base.
- Identify customer needs and demonstrate strong account management capabilities to drive sales.
- Provide regular and accurate updates on client status to management and escalate as appropriate.
- Develop understanding of the software products to understand their capabilities, features, and benefits to be able to set proper expectations of the clients' requests.
- Maintain effective task notes through excellent documentation and organization; executing all required/appropriate actions for requests to ensure they are completed in a timely manner.
- Other duties and special projects as assigned.

KNOWLEDGE, SKILLS AND ABILITIES:

An Account Manager must have:

- A driver mentality and is a self-starter with the ability to work independently.
- Proactive approach with strong attention to detail and organization.
- Team player mindset with a track record of building positive relationships with peers and others within a company.
- Excellent client management skills; including sales, account management, and customer service.
- Demonstrated strong work ethic and consistent over-achievement.
- Excellent written and verbal communication skills.
- Shown creative problem-solving skills with strong initiative to identify areas of process improvement and efficiency.
- Excellent time management skills.

CREDENTIALS & EXPERIENCE:

- 2+ years demonstrated success in a customer service or Account Management capacity.
- Knowledge of Sage 100, Intacct, or other ERP or accounting experience would be an added benefit.
- Must be able to provide 3 professional references.

Benefits Include: Collaborative team environment, 401k, Health Insurance (Medical, Dental, Vision), Paid Holidays, Paid Vacations, Paid Sick Days

Please submit resumes through link at: <https://app.smartsheet.com/b/form/c75219cadff84f89bf20c1f29bbcb5d0>