

Job Description

JOB TITLE: ACCOUNT MANAGER (AM)

DEPARTMENT: Enterprise Services

FSLA: Exempt

SUPERVISOR TITLE: SVP, Enterprise Services

DATE: 06/03/10

JOB SUMMARY: Position requires the ability to take direction and work independently or with an assigned team to ensure that account management strategies are being followed. The ideal Account Manager is an excellent communicator with both the spoken and written word. Feels comfortable working at all organizational levels. Actively works to meet and exceed established account management quotas and corporate objectives. Has a technical foundation which is used to learn Expesite and provide growing level of Expesite support to their client base.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

- Act as the primary interface with assigned clients in order to perform & coordinate all administrative tasks / activities required for client business processes.
- Build relationships and an in depth working knowledge of client organization.
- Seek out opportunities to grow existing accounts organically.
- Proactively seek opportunities to grow knowledge in Expesite, its modules, features and functions.
- Provides all product support to assigned clients and will assist in new client implementation activities.
- Works in a team environment, supporting non-assigned accounts as necessary to ensure all client issues, requests, or requirements are being addressed in a timely and reasonable way.
- Support & implement account communications plan as defined by the SVP, Enterprise Services to achieve and/or exceed assigned sales quotas & corporate objectives.
- Provide activity reports / communication / processes as assigned.
- Collaborate with other facets of the organization to assist in development & service planning.
- Strive daily to ensure client satisfaction; engaging the client into client satisfaction best practices.
- Perform other duties as assigned by the SVP, Enterprise Services.
- Travel / be onsite at client locations as needed for implementations, client support, and regular client business reviews.

REQUIRED QUALIFICATIONS:	
Education	Business or Technical College degree or equivalent on-the-job / industry experience
Work Experience	3 to 5 years of experience in one or more areas including sales, strategic planning, marketing, retail industry, construction industry or customer support. Experience must include strong organizational skills and client focus.
Technical Skills	Computer literate, technology / software industry knowledge, Internet savvy, extremely proficient in basic Microsoft Office tools (i.e. Word, PowerPoint, Excel), with proven ability to learn new technologies.
Certification	Desired: PMP or sales training

SKILLS AND TRAITS TO PERFORM STANDARDS OF POSITION	
Strategic Management	Ability to follow direction, responsive, follow up, timely delivery, pro-active. Ability to create client business plans with necessary organizational skills to follow the plan. Ability to work independently but has the maturity to understand when problems should be escalated.
Communication	Critical to success in this position. Person must be able to develop timely, organized, and defined positions that can be delivered to small or large audiences in spoken or written word. Person must understand the value of 'listening' and 'understanding' client needs before plans are developed.
Administration	Accuracy, follow through, facilitate processes, organized, client focused. Strength is completing committed tasks when scheduled. Must be able to leverage other people's skills to assist with completion of more complicated or cross-company tasks.

The above statements are intended to describe the general nature and level of work being performed by individuals assigned to this position. They are not intended to be an exhaustive list of all responsibilities, duties, knowledge, skills, and abilities of individuals so classified. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential duties and responsibilities.