

Senior Account Manager

General Purpose of the Position:

The Senior Account Manager maintains and grows relationships with large customers, while achieving an assigned sales and revenue growth goal. The Senior Account Manager is expected to retain existing business ensuring customer satisfaction, while pursuing profitable growth opportunities in assigned customer accounts. The Senior Account Manager is responsible for selling and supporting the firm's complete product and service offering to existing and new clients.

Essential Duties and Responsibilities:

- Leads all aspects of the sales process, in solution development and proposal delivery
- Retains and profitably grows sales, and profitability through proactive management of assigned customer relationships.
- Develops customer account plans for all assigned customers by leading a joint company/customer planning process that identifies relevant customer needs, prioritizes initiatives and company investments, and establishes a clear action plan for success.
- Proactively manages customers' satisfaction and service delivery by anticipating potential service problems, and monitoring satisfaction.
- Estimate resources and participants needed to achieve project goals.
- Plans for sales target achievement and specific performance metrics, aligned with business strategies
- Communicate with C-Level contacts at clients to resolve issues and inquiries
- Generate innovative ideas to support customers and boost brand awareness
- Maintain social media presence in alignment with the company
- Use client feedback to improve customer experience
- Report on sales results on a regular basis and suggest improvements.
- Identify and approach potential clients.
- Stay up-to-date with product launches and provide support to clients to increase profitability.

Knowledge, Qualifications, and Abilities:

- Consistent record of achievement in the Account Manager or Senior Business Development position.
- Requires a Bachelor's degree and at least 5 years of professional experience in a relevant field.
- Demonstrated ability to discuss technical concepts with non-technical customers and other stakeholders.
- Demonstrates specific technological expertise in highly utilized application packages including but not limited to SharePoint, Office365