

Account Manager

Supervisory Responsibilities: No direct supervisory responsibilities.

An Individual at this level is responsible for making sure client and customer needs are being met and understood by each department in the company. Their duties include handling any client complaints, working to find solutions to any client issues and managing other departments to ensure clients are experiencing a positive client-company relationship.

Responsibilities:

- As an Account Manager you will be involved in pitching and presenting the company to potential customers. This could include presentations to executives and will require meticulous planning and proposal writing.
- Focus mainly on generating new leads to increase sales and close opportunities.
- Work on sales follow-up activities such as site surveys, quotes, proposal writing, including modern technology engineering design when pertinent.
- Maintain customer relationships and ensure customer loyalty through excellent customer service as well as meeting all client's needs appropriate to their business.
- Identify industry trends by researching related events, publications, and announcements; track individual contributors and their accomplishments.
- Locate or propose potential business deals by contacting prospective partners; discover and explore opportunities.
- Screen potential business deals by analyzing market strategies, requirements, and financials; evaluating options; resolving internal priorities; recommending equity investments.
- Develop negotiating strategies and positions by studying integration of new venture with company strategies and operations; examine risks and potential solutions; support partners' needs and goals.
- Create, develop, and close new business deals by coordinating requirements; develop and negotiate contracts; integrate contract requirements with business operations.
- Update job knowledge by participating in educational opportunities; read professional publications; maintain personal networks; participate in professional organizations.

- Enhance organization's reputation by accepting ownership for accomplishing new and different requests; explore opportunities to add value to job accomplishments.

Essential Duties of All Professional Team Members:

- Follow regulations and professional ethics.
- Respond to existing client inquiries and requests within one business day.
- Adhere to engagement budget constraints and complete assigned tasks within the time requested.
- Strive to attain realization goals.
- Always conduct oneself in a professional manner.
- Follow firm procedures as outlined in the employee handbook.
- Always maintain confidentiality of the firm and its clients.
- Maintain regular attendance and punctuality.
- Maintain accurate and timely records of hours worked.
- All other duties as assigned by management.

Education and Experience: A minimum of a bachelor's degree in either business, finance or other related field or equivalent work experience within the IT industry. A minimum of six years in sales and or sales support experience in the IT industry. Preferably with federal contracting experience.

Skills:

- Strong drive for customer satisfaction.
- Excellent problem-solving skills to help resolve customer complaints or needs.
- Excellent verbal and written communication skills to convey product ideas to clients.
- Understanding of the industry's current consumer behavior.
- Strong customer service and interpersonal skills to communicate effectively with various customers and clients.
- Exceptional analytical skills for analyzing client data.
- Time management and multitasking skills to handle numerous tasks and clients at once.
- Advanced motivational and negotiation skills.
- Strong organizational skills and attention to detail.