

Position Title: Account Manager

Position Summary:

A leading telecom corporation seeks an experienced Account Manager to take over all customer account management responsibilities. The successful applicant will focus on acquiring additional revenue streams from existing clientele as well as bringing on new customers who can benefit from our product offerings. As Account Manager, you will be responsible for meeting monthly and quarterly quotas while maintaining a high level of customer satisfaction. We're looking for a sales-oriented professional who values customer engagement and building long-term relationships.

Position Responsibilities:

Duties include but not limited to:

- Develop and oversee customer retention campaigns
- Participate in and improve upon in-house brand promotions
- Engage with minimum 10 customers per day via live contact and follow up with all prospects within two days.
- Handle all inbound customer inquiries to provide a single point-of-contact for customer relations and handoff to appropriate departments for inquiries regarding billing/support.
- Engage with internal staff to provide new subscribers, at a minimum, weekly updates as to the status of their orders through the provisioning process to completion and ensure billing is activated.
- Complete all paperwork required for new customers including submitting contracts to customers for their execution and that completed contracts get to internal departments correctly.
- Keep all records updated in CRM and meet weekly with supervisor to review sales reports and progress.
- Work with administration and operations teams to improve products and services.
- Work with sales and marketing teams to increase adoption of broadband services within the territory
- Learn and recognize triggers based on customer behavior and engage with customers who request to terminate or downgrade service
- Manage budget and hit or exceed monthly sales quota as established by supervisor

Candidate Qualifications

Skills & Abilities

- Advanced problem resolution skills and communication abilities
- Excellent listening, negotiation and presentation abilities
- Experience delivering client-focused solutions to customer needs
- Proven ability to juggle multiple account management projects at a time, while maintaining sharp attention to detail
- Strong verbal and written communication skills
- Excellent word processing and spreadsheet skills
- Ability to anticipate customers' needs and match them with appropriate products and services
- Comfort with working under pressure in a fast-paced environment

Job Experience

Required:

- 1+ years experience in account management
- Solid experience with CRM software

Education**Required:**

- High School Diploma or G.E.D. equivalent.