

Job Description

The primary role of Account Manager is to act as the client liaison, ensuring the highest level of service quality to assigned accounts. In this role, the AM owns the key service relationship with the customer, and is responsible for ensuring that customer satisfaction is maintained. This position requires a high degree of skill in relationship management, analysis, and leadership to get issues resolved for the customer. The AM will ensure that the customer receives a high level of customer satisfaction to maximize revenue and profitability within assigned accounts.

The Account Manager Job function focuses on 4 key areas:

- 1) New work overseeing and control
- 2) Customer relationship management
- 3) Operational issues – customer advocate
- 4) Account information integrity
- 5) Manage L3 resources of the team

The AM is assigned named accounts and submits periodic status reports to their manager. The AM escalates high-level service quality issues, when necessary.

The AM schedules and conducts regular meetings with Clients to review procedures, timelines of new work projects, ensures the integrity of all account information, and acts as a liaison to the Sales organization on service related matters pertaining to their assigned customer. The AM continually seeks to build and enhance enduring relationships with key customer interfaces while working to achieve a thorough understanding of their current and future requirements. The AM promotes customer confidence in ByDesign Technologies that will lead to long-term business agreements.

The AM assists salespeople with account information gathering for the sales add on business proposals.

The AM advises the client support team and is responsible for lifecycle management issues such as the identification and documentation of all account-specific business issues, escalation procedures, and any other special policies and procedures...

The AM may be called upon to perform a root cause analysis of lifecycle support problems so that client satisfaction can be maximized.

- Sets and manages client expectations for new deliverables.
- Develops lasting relationships with client personnel that foster client ties.
- Communicates effectively with clients to identify needs and evaluate alternative business solutions.
- Identifies business development and "add-on" sales opportunities as they relate to specific clients.
- Works closely with Implementation Team
- Effectively conveys our message in both written and verbal business development discussions.
- Builds a knowledge base of each client's business, organization and objectives.
- Monitors and manages client receivables
- Effectively communicates relevant project information to superiors.
- Resolves and/or escalates issues in a timely fashion.
- Understands how to communicate difficult/sensitive information tactfully.

Technical Understanding

- Possesses general understanding in the areas of application programming, database and system design.
- Possesses a thorough understanding of our capabilities.
- Maintains awareness of new and emerging technologies and the potential application on client engagements.

Internal Operations

- Suggests areas for improvement in internal processes along with possible solutions.
- Leads internal teams/task forces
- Complies with and helps to enforce standard policies and procedures.