



MBT JOB DESCRIPTION

POSITION: Account Manager
SUPERVISOR: CEO

CLASSIFICATION: Exempt
Revised On: April 2020

POSITION SUMMARY:

An Account Manager is responsible for the management of sales and maintaining and developing strong relationships with assigned customers. An account manager maintains and strengthens the company's existing relationships with a client or group of clients and identifies new business opportunities as well as answering inquiries from potential customers. The account manager serves as the interface between the operational and the sales/product development teams within MBT. The account manager's role is to work to understand the customer's needs and requests, plan how to meet these demands, and generate sales for the company as a result.

An Account Manager works closely with sales and technical staff to gather pertinent detailed information related to sales and new projects' requirements. For Account Managers, some travel may be required and expected.

This position requires a high level of independence and strong client service and skills. Organizational ability is important to keep track of all tasks, because the job requires a great deal of multi-tasking. Accurate and timely tracking of client work, service calls, and related documentation including timesheets is required.

DUTIES:

- Lead the implementation of operational strategies, objectives and metrics while focusing on improving efficiency and automation
- Manage the territory team's daily activities. Drive the highest levels of performance from each territory team member thru coaching, training, mentoring, and performance metrics
- Serve as the lead point of contact for assigned customer account management matters
- Drive problem investigations and resolution as required
- Build and maintain strong, long-lasting, positive client relationships
- Understand significant information technology areas/topics to clearly identify customer needs and potential solutions
- Visit and meet with clients at their location on a regular basis to review projects, client hardware and software requirements, and to stimulate sales; also regularly compile and deliver technical business reviews to contracted clients
- Identify and develop new business opportunities or new product opportunities
- Identify areas of improvement to help increase sales
- Provide support to sales for new accounts, as needed
- Provide IT sales and agreement negotiation services to assigned clients
- Interface with sales staff to communicate specific technical requirements that result from discussions with client representative(s)

- Attend sales conferences and other events where MBT products are displayed, explained, and/or demonstrated
- Attend and participate on regular cadence calls with vendors when appropriate
- Stimulate sales activities by working closely with assigned client representatives and MBT sales staff
- Act as the community contact and MBT marketing liaison in the field. This includes attending networking opportunities through community and civic organizations
- Communicate regularly and clearly with MBT Management and other technical staff to perform job duties and meet company goals
- Act as a member of the IT team to support services provided by the operations group
- Active role in daily management of all reported issues and remediations
- Ensure quality and profitable services are performed to the agreed SLA
- Secure and submit customer orders for procurement, taking into consideration delivery dates and inventory levels for fulfillment
- Manage assigned technical resources
- Prepare reports on account status as requested
- Assist with challenging client requests or issue escalations as needed
- Act as a client's virtual CIO (vCIO) to assist with strategic and long-term planning of technical outcomes as needed
- Review current client devices/SaaS counts with Service Manager in a timely manner before Accounting prepares invoices each month.
- Serve as Project Manager for client related projects, until such a time that a dedicated Project Manager can be hired
- Act as an extension to the Office Manager to maintain remote office, procure office supplies and report delivery of shipments

GUIDELINES FOR QUALIFICATIONS:

- Bachelor's degree in business, information technology, information systems, or computer science **(or equivalent work experience)**
- Proven experience in an account management and/or client support role
- Experience delivering client-focused solutions that address customer needs
- Experience juggling multiple account management projects while maintaining sharp attention to detail
- Solid experience in relevant technical skills and knowledge: IT systems administration, IT support, IT consulting, IT product development, IT education, etc.
- Communications skills – clear verbal skills, both spoken and written: ability to explain technical products and processes in a conceptual and clear way to a non-technical audience; excellent listening, negotiation, and presentation skills.
- Writing skills – important for development of customer proposals, statements of work, reports and presentations, and for communication with customers in writing/email
- Other factors deemed relevant and appropriate to job requirements will be considered.