



Account Manager Job Description

Job Title: Account Manager

Department: Customer Success Team

Reports To: Director of Customer Success

Supervisory Responsibility: No

Employment Status: At-Will

The Role

As an Account Executive you will manage the relationship with existing accounts. Responsible for managing a book of business for existing accounts and generating revenue on assigned accounts. Serve as the primary interface for all products and services and create demand for the organization's products and services. Build and maintain effective long-term relationships with a defined customer base to ensure a high level of customer satisfaction.

Essential Functions

- Review accounts, sell new business to existing accounts and convert accounts to a higher level.
- Conduct regular status and strategy meetings with the customers to understand their needs and link them to the organization's product/service strategies.
- Coordinate customer renewal and upsell forecasts with internal team.
- Increase sales and market share through existing customer base.
- Manage day-to-day customer communication and ongoing relationships as it relates to current, new and upcoming projects.
- Ensure customer experience is great with quick follow up to calls, emails, and requests.
- Learn and understand contract details, billing timelines and product pricing.
- Manage PM team changes providing training and ensuring data submission deadlines are met.
- Collaborate with internal operation teams to ensure timeliness of projects through various workflows.
- Escalate any technical, billing or customer service issues.
- Initiate corrective action process as needed. Create policies and procedures to improve quality of deliverables in the future.
- Proactively identify potential issues/problems with project in process, formulate response and solution and communicate back to client.
- Collaborate with accounting for any customer payment or billing questions.

Additional Functions

- Participate in ongoing training and education, provided by CredHub, to improve sales skills.
- Travel to events to represent CredHub as needed.
- Perform other duties as required.

Job Specifications

- Must be 18 years of age.
- Have 5-7 years of successful account management experience.
- Bachelor's Degree in Business, Communications, or related field preferred.
- Goal driven and results oriented.

