**MDG Job Description | Account Executive**
8/4/2020

**Title:** Account Manager

**FLSA:** Exempt

**Job Brief:**

We are looking for an Account Manager to create long-term, trusting relationships with our customers. The Account Manager's role is to oversee a portfolio of assigned customers, develop new business from existing clients and actively seek new sales opportunities.

**Responsibilities**:

- Operating as the lead point of contact for any and all matters specific to your accounts
- Manage, track, and filter a high volume of requests via email
- Building and maintaining strong, long-lasting customer relationships
- Serve as the lead point of contact for all customer account management matters
- Develop trusted advisor relationships with key accounts, customer stakeholders and executive sponsors
- Ensure the timely and successful delivery of our solutions according to customer needs and objectives
- Clearly communicate the progress of monthly/quarterly initiatives to internal and external stakeholders
- Develop new business with existing clients and/or identify areas of improvement
- Assist with challenging client requests or issue escalations as needed

**Requirements:**

- Proven work experience as an Account Manager, Key Account Manager, Sales Account Manager, Junior Account Manager or relevant role
- Demonstrable ability to communicate, present and influence key stakeholders at all levels of an organization, including executive and C-level
- Solid experience managing Microsoft Office applications: Outlook, Word, Excel, Powerpoint
- 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
- Excellent listening, negotiation and presentation abilities
- Strong verbal and written communication skills
- BA/BS degree in Business Administration, Sales or relevant field