



Job Responsibility: Account Management

Function/Department: Sales, Account Management, Customer Success

Job description: The Account Manager will be responsible for new client outreach and customer success of Telerivet's existing customers by developing trusted relationships within accounts, creating new opportunities via Telerivet's services, and driving revenue growth and retention.

The position will require a strategic approach on developing account plans geared towards retaining the customers and service expansion according to agreed targets.

More details: The role will require the ability to develop, implement, and monitor new business growth strategies on the Telerivet platform. Strong understanding of client needs and ability to effectively communicate these needs to the team will be key. Additionally, coordinate with various departments to ensure account growth information is organized and delivered in a timely manner.

This position will require both virtual and in-person meetings with clients and team members, so comfort with a hybrid work environment is essential. Candidates should expect to do an in-person interview in addition to virtual ones. The successful candidate will have excellent communication skills, a keen eye for detail, and a proactive approach to problem-solving. If you are looking for a dynamic role where you can make a real impact, we encourage you to apply.

Qualifications:

- A bachelor's degree in business, technology, or a related field.
- A minimum of 2 years of sales or marketing experience preferably in B2B sales.
- Technical knowledge and a comprehensive understanding of how the company products work. Ability and desire to learn quickly.
- Proven ability to identify and follow up on leads and a track record on closing sales.
- Proven knowledge of sales promotion techniques.
- Excellent presentation skills and a professional appearance.
- Excellent command of written and spoken English.
- Entrepreneurial mind-set.
- Proven ability to start and execute sales strategies.
- Prior experience with CPaaS/SaaS is preferred.

Skills:

- Strong interpersonal and communication skills.
- Coordination skills: Ability to work in a fast-paced, team environment with revenue targets.
- Exceptional skills in selling products and closing deals.
- Analytical skills: Ability to apply a strategic approach in account planning
- Project management: Account management or project management experience with various stakeholders
- Flexibility: Ability to adapt, overcome obstacles and learn complex solutions
- Coachability; with growth mindset, eagerness to learn on-the-job



Responsibilities:

(Account Planning, Project Management, Customer Success)

- Ensure that growth and retention targets are consistently met.
- Learn company's business processes, adopt and drive a strategic vision that leads to measurable outcomes.
- Utilize analytical skills to interpret and solve client's challenges and pain points.
- Gather market insights, recommend the appropriate action items that lead to revenue growth.
- Onboard accounts, upgrade these accounts by upselling additional solutions and services within strategic timelines.
- Prospect new sales leads, write and present proposals and presentations to support sales efforts.
- Report client communications and sales status in regular and ad-hoc presentations to peers and leadership.
- Establish the technical needs of the customer and suggest appropriate solutions.
- Collaborate on monthly or quarterly business reviews with the clients to take proper feedback as well as conducting quarterly business reviews with the leadership team.
- Work with Solutions Engineers to co-develop customized workflows with the clients based on their requirements as well as conducting needs analysis and assessment of client technical and commercial requirements.
- Follow up with customers and resolve issues that may arise.
- Proactively identify new opportunities and deliver innovative solutions to customers.
- Maintain a robust pipeline and accurate forecast in our CRM and update records of customer communications and contact information.
- Communicating technical solutions in a compelling way to businesses and clients.
- Develop market strategies by researching lists of high potential prospects.
- The role requires planning, organizing, and facilitating in-person meetings and coordination with clients and teams to ensure effective communication and seamless collaboration.
- Learn and adapt to distributed team work flows. Attend virtual meetings. Learn and implement company processes/workflows including Asana, HubSpot, and Slack, and thrive in a distributed team environment.

Send your CV to jobs@telerivet.com