

Account Manager

The Account Manager serves as a key member of our Customer Service team. This individual will manage a Customer Service Team and will be responsible for handling escalated client service issues, strategic initiatives, driving revenue growth, client satisfaction, account profitability and personnel development. In addition, this position interacts regularly with all departments within Waste Harmonics.

Responsibilities

Responsible for managing, supporting, and servicing the needs of an assigned group of clients

Address client concerns and ensure the resolution of issues in a timely manner, with follow-up when appropriate

Responsible for all client communications and compliance on client deliverables

Working closely with other members of the organization, support and lead strategic initiatives to improve client satisfaction, revenue growth and profitability

Assists with gathering client data and preparing client presentations

Retain accounts through the development of strong relationships with key client contacts

Responsible for analyzing and reporting monthly financial results as well as monitoring client satisfaction levels

Assists Management with monitoring client contract terms and contract renewals

Manage team members activities to insure all are meeting daily goals and objectives

On-going team member training and development

Implement process improvements

Qualifications

3-5 years client relationship and/or account management experience

Bachelor's degree or equivalent experience required

Strong presentation skills

Extremely detail oriented

Self-Starter

Strong analytical and project management skills

Ability to work in a fast-paced environment

Ability to multi-task effectively

Plans and carries out responsibilities with minimal direction

Strong verbal and written communication skills

Proficient in excel, word, PowerPoint



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Job Type: Full-time

The ideal candidate will have excellent verbal and written communication, leadership skills, be self-motivated and able to work independently, be organized and flexible. Persistent follow-up skills are essential.

Salaried Position. Benefits package to include medical, dental, 401k and paid vacation.