



JOB TITLE

Account Manager

SUMMARY

As an Account Manager, you will be responsible for client success, retention and account growth. Through regular contact including the Quarterly Business Reviews, you'll serve as a brand ambassador for the organization. The ideal person for this role will have strong customer service experience working with clients within the SMB market.

Primary duties for this role will include providing best-in-class customer support through regular client touch points. In this role you will partner and serve as a liaison between internal technical and client management teams to provide the support needed to help each client grow with the aid of technology. This is an account management role requiring consultative selling.

RESPONSIBILITIES

- Establish a trusted/strategic advisor relationship with each assigned client and drive continued value of our products and services
- Ensure high satisfaction, engagement, and support to clients through proactive communication
- Serve as an escalation point for account management problems and/or client issues and communications
- Assist in identifying and investigating potential project and support needs
- Introduce IT solutions to customers that will positively impact their day-to-day work
- Prepare and deliver Quarterly Business Reviews for assigned clients
- Serve as the liaison between the client and internal staff to ensure business-IT alignment and overall customer satisfaction
- Provide ad-hoc reporting to customers utilizing internal tools



- Manage contract renewals
- Provide hardware/software procurement support and quoting
- Working relationship with vendors to assist customers with solution requests
- Accountable for client retention and assists with service level tracking and reporting
- Keep engaged with current industry trends effecting our clients

REQUIREMENTS

- Ability to manage multiple clients within varying verticals
- An IT background is important for this role. Experience preferred in supporting/selling Microsoft products, servers, networks and desktops
- Excellent interpersonal skills including strong self-motivation, focus, and passion for leading people and delivering IT solutions is critical to this role
- Professional oral and written communication skills with a proven track record of executive-level presentation and rapport
- Strong conflict resolution skills. Our partners will come to you with issues, and you must have the confidence to engage the right resources and think strategically to come up with the best path forward.
- Ability to handle and thrive under high-pressure situations while adapting to change
- Adaptability: this is a fast-moving, dynamic environment — the ability to adjust to changing priorities is required

HOW TO APPLY

Visit [ATB-TECH.COM/CAREERS](https://atb-tech.com/careers) to apply online.



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