

## Account Manager

Our agile and growing business is hiring an Account Manager. This position is responsible for creating long term, trusting relationships with clients, managing a portfolio of existing clients, developing new business, and actively seeking new opportunities. This position will report into the Team Leader of Account Management.

### KEY RESPONSIBILITY AREAS

- Develop strong relationships with clients and stakeholders
- Proactively manage clients' needs and expectations
- Manage and respond to client enquiries within agreed timeframes and service level agreements
- Identify new business opportunities with existing and new clients
- Actively seek opportunities to enhance the client experience
- Work closely with the team to achieve identified outcomes
- Assist with projects for clients including coordination of tenders, analysis and production of proposals and summaries.
- Seek opportunities for improvement and innovation and contribute to the implementation of new initiatives

### ESSENTIAL QUALIFICATIONS, SKILLS, AND EXPERIENCE

- Relevant experience and/or qualifications
- Previous experience in a high-volume sales role
- Demonstrated ability to manage complex and challenging customer relationships and needs
- High level of written and verbal communication skills and exceptional interpersonal skills
- Ability to work independently, use initiative and solve complex issues
- Excellent technology skills with proficiency in Microsoft Office (Word, Excel and Outlook)
- Strong attention to detail
- Demonstrated time management skills and ability to prioritise and manage multiple projects