



## **Account Manager – Seattle, Washington**

Digital WarRoom is a growing eDiscovery software company headquartered in Seattle, Washington. Our vision of supplying an eDiscovery software that is Just. Speedy. Inexpensive has generated significant growth opportunities for our company and, in doing so, has created exciting opportunities for career development. We are seeking motivated business professionals to help lead growth in several key markets.

The Account Manager will be responsible for day to day management of customer accounts associated with Digital WarRoom. This will include responding to support tickets submitted to the Digital WarRoom help desk and being the main point of contact to provide technical assistance. Once trained proficiently in our platform, the account manager will administer customer training and demos. Most of this training will be virtual, but some traveling may be necessary. It is crucial to ensure that our tool and services meet our customers' needs.

### **Responsibilities:**

- Manage the Digital WarRoom help desk
- Provide customer training
- Administer Digital WarRoom Demos
- Manage customer accounts in HubSpot CRM
- Update user guide and support resources on the website
- Write content to help walk customers through their frequently asked questions

### **Requirements**

- Minimum of 1 year of customer relations experience and/or sales management success in a similar role
- Highly proficient with CRM systems, such as HubSpot
- Excellent written and verbal communication skills
- Technical knowledge of computers/software to quickly pick up how to use the tool

### **Education**

- Bachelor's degree from an accredited college or university is highly preferred

To be considered, please submit your resume to [careers@digitalwarroom.com](mailto:careers@digitalwarroom.com)