



ACCOUNT MANAGER Job Listing

Summary/Objective:

WISE Advise + Assist Team, a virtual business strategy and outsourcing company, seeks an Account Manager to join our growing team. Our account managers are primarily responsible for owning and maintaining positive client relationships. Primary responsibilities include developing long-term relationships with a portfolio of clients and working alongside cross-functional teams to ensure the timely and successful delivery of our solutions. Excellent time and project management skills are a must.

Essential Functions:

- Be the primary point of contact and build long-term relationships with clients
- Ensuring that the client's expectations are always met or exceeded
- Create reports and conduct data analysis on behalf of the project management and executive teams.
- Implementing effective administration and financial management of accounts including accurate and timely cost estimates, invoicing and monthly reconciliation of jobs, and closing of jobs.
- Work with a team of projects managers, ranging from website development, PR, graphic design, digital marketing, and virtual assisting, to meet client goals.
- Develop briefs based on strategic understanding of a client's needs
- Ensure the timely and successful delivery of our solutions; and communicating deadlines to team members
- Interpret feedback and share/collaborate with creative teams

Professional Skills:

- Ability to manage multiple, concurrent projects in a fast-moving environment
- Expertise in customer service and client-facing interactions
- Excellent communication skills, specializing in conflict management skills
- Driven and self-motivate; able to work independently
- Tech-Savvy; enjoys learning and mastering new softwares
- Teamwork oriented; working with multidisciplinary teams
- Highly efficient time management skills; can work within strict deadlines



Required Technical Skills:

- Expert knowledge of HubSpot or other CRM web-based tracking systems
- Proven experience in data analysis, creating reports using BI software (Tableau, Power BI, etc.)
- Advanced knowledge of Microsoft Office (Word, PowerPoint, and Excel)
- Expert with Google Suite Apps, cloud services, and other technology tools
- Strong Internet connection is required, along with experience using communication tools like Zoom to communicate with clients
- Access to a designated private workspace or home office

Education and Experience:

- Bachelor's Degree or higher in business or marketing or equivalent work experience
- Minimum of 3, preferably 5 years business development, project management, account management or marketing experience within a client-facing role
- 1+ years' experience building relationships at a senior management level desirable
- Excellent verbal and written communication skills
- PMP or advanced certifications preferred, but not required

Additional Information

Supervisory Responsibility: This position has supervisory responsibilities.

Work Environment: This job operates in a virtual, office setting. This position is primarily sedentary in a climate controlled office with little exposure to environmental hazards.

Physical Demands: The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. This is largely a sedentary role. The employee is frequently required to use computer for long periods of time.



Position Type and Expected Hours of Work: This is a hourly, contract position. Days and hours of work are Monday through Friday, 8 a.m. to 5 p.m. Occasional evening and weekend work may be required as job duties demand.

Other Duties: Please note this job listing is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the contractor for this job. Duties, responsibilities and activities may change at any time with or without notice.