



Account Manager

CPS Payment Services – Atlanta, GA

Reports to Director of Operations

Full Time - Salaried

Who We Are

CPS Payment Services is a provider of innovative e-payables solutions that reduce cost and streamline payment processing while earning a rebate on each dollar spent.

The CPS Virtual Card Program is a unique solution that focuses on increasing back office efficiencies and increasing vendor participation while enhancing the rebate opportunities for the organizations. CPS Payment Services utilizes proprietary software that automates the accounts payable process from payment to reconciliation by enabling our clients to pay expenses with a single-use virtual MasterCard. Implemented for free and integrated with all financial systems, the payment solution generates a cash return on our client's total monthly spend – just for paying bills.

We are looking for an Account Manager to create long-term, trusting relationships with our customers. The Account Manager's role is to oversee a portfolio of assigned customers, lead projects from implementation through go-live and the entirety of the client relationship, provide timely and accurate problem-solving responses, and be proactive in identifying and providing new opportunities back to each existing customer.

Responsibilities

- Serve as the singular point of contact for all customer matters
- Responsible for managing several accounts and being the face of the company to all clients
- Build and maintain strong, long-lasting client relationships
- Manage multiple projects at a time during varying stages of implementation and maturity
- Ensure the timely and successful delivery of data and reports to fulfill customer needs and objectives
- Provide In-person/web software training
- Clearly communicate the progress of client's monthly performance and status of project implementations
- Forecast and track key account metrics (e.g. monthly volume)
- Prepare reports on account status
- Perform analytics in order to identify and provide opportunities for each client
- Assist with challenging client requests or issue escalations as needed
- Keeping accurate records pertaining to history of service

Required Skills

- Proven work experience as an Account Manager, Sales Account Manager, Supervisor, Junior Account Manager or relevant role
- Proficient in MS Office products: Outlook, Word, Excel, and PowerPoint.
- Exceptional verbal and written communication skills.
- Experience delivering client-focused solutions for customer needs
- Proven ability to manage multiple projects at a time, while maintaining close attention to detail
- Excellent listening and presentation abilities
- Ability to collect, track, and analyze large amounts of data.
- Adaptability and strong problem-solving skills.