



Account Manager

Rabine Paving- Schaumburg

The Account Manager is responsible for cultivating long-term relationships and increasing sales (i.e., cross-selling and up-selling) with new clients and/or existing clients, and managing a portfolio of accounts. The Account Manager liaises between clients and cross-functional internal teams to ensure the timely and successful delivery of our services according to client needs as well as ensuring a seamless client experience and overall client satisfaction.

Responsibilities

- Be the primary point of contact and build long-term relationships with clients
- Develop a trusted advisor relationship with major accounts, client stakeholders, and executive sponsors
- Generate sales for a portfolio of accounts or new accounts and reach the company's sales targets
- Identify new sales opportunities within existing accounts to retain a client-account manager relationship by up-selling and cross-selling
- Understand the client's business goals, buying cycles, stakeholders, budgets, etc.
- Manage and solve conflicts with clients (the Account Manager is expected to have specific information regarding the daily operations of the company and keep the client updated)
- Interact and coordinate with the sales team and other staff members in other departments working on the same account
- Establish budgets with the client and company
- Monitor and analyze customer's usage of our product
- Meet time deadlines for accounts
- Forecast and track account metrics (e.g. quarterly sales results and annual forecasts)
- Prepare reports on account status
- Attend conferences, shows, and other industry events in order to represent Rabine in the market and establish new relationships and glean market intelligence
- Update job knowledge by participating in educational opportunities; reading professional publications; maintaining personal networks; participating in professional organizations
- Responsible for working with the New Business Development team to onboard and integrate new clients and developing existing client relationships
- Responsible for keeping current clients satisfied and delivering exceptional client service on a day-to-day basis



Qualifications

- Minimum of 5 years of proven account management, sales, or other relevant experience
- Demonstrated ability to communicate, present, and influence credibly and effectively at all levels of the organization, including executive and C-level
- Experience in delivering client-focused solutions based on client needs
- Proven ability to manage multiple projects at a time while paying strict attention to detail
- Excellent listening, negotiation, and presentation skills
- Excellent verbal and written communications skills
- Self-motivated and able to thrive in a results-driven environment
- Natural relationship builder with integrity, reliability, and maturity
- Bachelor's Degree in the appropriate field of study or equivalent work experience
- Proficiency with MS Office suite, ability to learn new digital tools such as CRM software and expense reporting systems
- Commitment to the Rabine Group's core values, mission, and programs