

Account Manager

We are looking for a qualified Account Manager to join our team. You will be responsible for developing long-term relationships with customers, as well as overseeing their campaigns. You will work to satisfy client needs and requests, respond to their queries in a timely manner and aspire to deliver a positive client experience. You should have excellent communication and time management skills. You must be client-service oriented. Ultimately, you should be able to grow our business by maintaining and supporting of successful long-term client relationships.

RESPONSIBILITIES

- Being the point of contact for the client, at all times
- Front-line support, including email and telephone queries
- Developing positive relationships with clients
- Managing a portfolio of accounts with varying campaign needs
- Translating client needs into actionable steps for quoting and campaign creation
- Assessing and anticipating client needs, in a proactive manner
- Resolve conflicts and provide solutions to clients in a timely manner
- Testing, Monitoring and Support of live campaigns
- Reporting on performance of accounts, campaigns and sales
- Suggest actions to improve company performance and identify opportunities for growth

REQUIREMENTS

- Proven work experience as an Account Manager (min 2 year)
- Hands on experience in sales and support
- The ability to deliver on projects, timeously
- Excellent communication skills
- Business acumen with a problem-solving attitude
- Knowledge of MS Office
- Qualifications in Sales, Marketing, Business Administration or relevant field