

Account Manager

Description

At The Bunny Agency, our client relationships are our top priority. We're looking for a dedicated and personable account manager to maintain our clients' accounts and serve as our main point of contact.

Our ideal candidate will have a passion for helping others and a drive to provide exceptional customer service. Applicants should also be comfortable working with nsfw content, spreadsheets, audits, and other organizational software. If this sounds like you, apply today and help us build meaningful, long-lasting relationships that move our business forward!

Responsibilities

- Act as the main point of contact in all matters relating to client concerns and needs
- Build and strengthen client relationships to achieve long-term partnerships
- Maintain accurate client records, keeping track of any contract updates and renewals
- Work with sales and other internal teams to develop strategic marketing plans and ensure KPIs are being met
- Develop a thorough understanding of our products and service offerings to better upsell and cross-sell to clients

Qualifications

Daily and Weekly Responsibilities

- Take inquiries and requests from customers and address their needs
- Stay on top of accounts, making sure they're receiving services that are within their budget and meeting their needs
- Meet regularly with other members of the team to discuss progress and find new ways to improve business
- Managing staff members, like chatters and promo staff
- Organise Promotions
- Generate progress reports to give to clients and higher-ups within the organization
- Identify upsell, cross-sell, and renewal opportunities and communicate with the sales team regularly

Skills and Qualifications

- Internship or professional experience in a sales or customer service role
- Ability to multitask and juggle several responsibilities simultaneously
- Strong written and verbal communication skills

Hiring organization

The Bunny Agency

Employment Type

Full-time

Beginning of employment

01. April

Job Location

Remote work possible

Date posted

February 15, 2022