

# Account Manager

**Reports to:** Director of Client Services.

**Main interaction with:** Account Managers, Scrum Master, Tech Lead and Business Analyst.

## RESPONSIBILITIES

### Goal

- Manage the execution of website development and enhancement from start to finish.

### Technical

- Main point of contact for clients' questions which are related to project status and account status.
- Lead weekly client calls, send account reporting and handle resulting follow-up questions and communications.
- Build positive relationships in a professional services agency environment.
- Kick off and guide client meetings, preparing agendas in advance to stay on track through discovery discussions, deliverable reviews, status calls, and quarterly strategic planning.
- Set client expectations and ensure the client understands our processes.
- Will be required to lead challenging client situations with guidance from our Director of Client Services.
- Will be expected to maintain high client satisfaction and retention rates with a Net Promoter score of 6+.
- Report and Analysis. Provide clients with regular reporting.
- Responsible for your part on the projects you're working on and work with your internal team to ensure the successful launch and growth of websites from end-to-end.
- Keep colleagues up-to-date, whether via Slack, video updates, zoom meetings in addition to email summaries and Jira Updates.
- Lend your voice to our process improvement efforts to ensure we are delivering the best possible product and experience to our clients

## QUALIFICATIONS

- Possess 1+ years in a client-facing role with proven success for building relationships and presenting digital strategy to clients.
- Substantial experience with JIRA or comparable ticketing system.
- Thrive in a fast paced environment.
- Ability to work in an agency setting with multiple clients.
- Excellent organization and time management skills and are capable of coordinating several projects at once, often with contending objectives.
- Have a hunger for learning and a curious mindset.
- Experience creating detailed reports and giving presentations.
- Display accountability, meeting deadlines and keeping commitments to the best of your ability.
- Strong written and verbal communications skills.
- Outstanding lateral thinking abilities.
- Ability to work independently and productively, but also to work well in a collegial, team atmosphere.
- Demonstrated ability to work with all levels of management and across multiple functional areas.
- Exceptional analytical and conceptual thinking skills.
- Excellent documentation skills.
- Delivering demonstrations and presentations to clients.
- The ability to influence stakeholders and work closely with them to determine acceptable solutions.

## DESIRED SKILLS / EXPERIENCE

- Experience with eCommerce platforms including Magento (Adobe Commerce), BigCommerce, Shopify, etc.
- Experience working in a digital eCommerce-focused agency.