Account Manager – Remote

INFO~TECH
RESEARCH GROUP

Phone :
Web :

Job Summary

Vacancy :
Deadline : Jul 01, 2024
Published : Jun 01, 2024
Employment Status : Remote
Experience : Any
Salary :
Gender : Any
Career Level : Any
Qualification :

Job Description

Major Responsibilities
• Create and execute sales and service activity plans. Manage member life-cycle tasks, including scheduling and eventually leading calls.
• Own all account management conversations with secondary account stakeholders.
• Ensure members leverage their membership by delivering high quality service to help drive renewal and future sales.
• Manage and respond to inbound requests from members.
• Assist in the preparation of member interactions by collecting and consolidating background information on individuals and organizations as well as their relationship with Info-Tech.
• Complete scheduled and ad hoc data queries of our CRM
• Ensure the CRM contains accurate account details and contact information.
• Actively seek to increase product knowledge.

Education and Experience
• University degree.
• 3+ years of Account Management experience, with a proven track record of success.
• Experience working in the IT Research and Advisory market.
• Experience working as part of a team an asset.

Skills
• Critical Thinking: Ability to assimilate complex information and communicate this in a simple way. Internal and external communication. Understand value proposition and communicate to member in a clear, concise manner. Understand client needs/requests and be able to say it back to them/find analyst to support them.
• Planning & Organization: Set daily schedules, plan territory, setting plans for account growth ext.
• Time management: Managing the member lifecycle; scheduling calls; able to prioritize tasks appropriately
• Goal setting: Sets own goals around conversations that demonstrates a commitment to professional development; takes ownership of own performance; manage goal attainment; able to set reasonable goals; monitor progress and communicate/ask for help when off pace for goal attainment
• Active listening: Able to identify client needs; asks great questions & listens

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Education & Experience

Must Have

Educational Requirements

Compensation & Other Benefits