



Account Manager

Job Summary

The Account Manager will work closely with the Mobility CG team to manage sales efforts and ensure that customers have ongoing support for estimates, orders & implementations. The Account Manager will provide both pre-sales support and continuous customer success functions.

The Account Manager will be assigned a set of customers & corresponding carrier/hardware teams. The Account Manager position is objectively based (not quota/commission driven). Sample business objectives are Customer TouchPoints, Response Time, Customer Satisfaction Reviews, Overall Business Success.

The Account Manager will be responsible for clearly understanding & communicating our corporate capabilities & offerings, communicating with customers, generating estimates in the NetSuite ERP software, leading video Zoom meetings & assisting with order management and implementation. The Account Manager must be comfortable working at all levels of an organization (from CEO to IT Manager) to ensure client engagement and success. The Account Manager also has a channel management responsibility communicating updates, new offerings & promotions to their assigned OEM & Carrier partner representatives.

Company Background:

Mobility Consulting Group is a strategic sourcing VAR that helps the world's leading companies and government agencies to deliver mobile solutions. We make it easy for customers to acquire, provision, secure & manage all of their mobile devices; smartphones, tablets, laptops, connected devices, purpose-built, or consumer-grade.

Key Responsibilities:

- Lead weekly or monthly business reviews via Video Conferencing (Zoom). Prepare agenda & presentation material including customer account review of orders & repairs. Discuss business objective and goals for the upcoming quarter with forecasting and projections.
- Own all interaction with both current and prospective clients
- Engage sales with customer cross-sell opportunities uncovered
- Generate estimates and enter customer details in NetSuite ERP system
- Ensure successful customer onboarding and solution adoption
- Assist with order management; project manage & ensure MCG operations is within expected SLAs (order processing status/shipping status/delivery status) and communications are sent to customers throughout the process
- Respond to prospect and customer issues/concerns and coordinate escalation of issues with operations and leadership

- Work closely with operations/leadership to ensure that problems are resolved, and resolution is communicated to appropriate customer contacts
- Consistently communicate with current clients to maintain high levels of client engagement and help ensure long term success
- Identify areas of client concern and raise attention to clients who may be “at-risk.”
- Identify opportunities to improve customer-facing tools, documentation, and training materials
- Understand customers objectives, needs & become an expert at the solutions they provide both internally & externally

Key Skills and Background:

Experience and Education

- 3+ years of experience in account management, client success, or pre-sales support
- 1-3 years of experience in information technology (IT), OEM sales/support, Managed Services, reseller services or carrier solutions
- Proficient with Microsoft Office Suite: Word, Excel, PowerPoint, Net Suite
- Background or knowledge of the healthcare industry, helpful but not necessary.

Interpersonal Skills:

- Ability to develop strong vendor/client relationships.
- Work involves extensive personal contact and frequent communication with others.
- Must have the ability to work well independently in a high-growth environment where priorities may change quickly based on shifting business needs
- Must be self-motivated and able to determine appropriate, specific activity and tasks based on high-level objectives.
- Must be highly organized with excellent communication skills, both verbal and written.

Job Type: Full-time

Salary: \$46,000.00 - \$51,000.00 per year