

ACCOUNT MANAGER

JOB DESCRIPTION

Ameritax Financial & Consultants, Inc. is a full-service, year-round accounting firm with over 400 years of professional legal and accounting expertise within our walls. We've been delivering accounting, bookkeeping and a full array of tax services to our clients for over 22 years, but we're not just fulfilling accounting obligations... we're fulfilling essential elements of operations and management control to hundreds of businesses across the country.

We are now implementing an expansion strategy, and we're looking for bubbly, proactive client advocates who are passionate about our company brand and the clients we serve. Specifically, we're looking for an account manager to create long-term, trusting relationships with our customers. You'll oversee a portfolio of assigned customers, develop new business and actively seek new sales opportunities.

Responsibilities include:

- Calculate, enhance and improve corporate revenue by driving business growth and market share. This position will take ownership of the customer AND the customer interface with cross-functional decisions that meet long-term corporate objectives.
- Operate as the lead point of contact for all matters specific to your accounts through email, online, screenshare, phone and in-person meetings.
- Build and maintain strong, lasting relationships customer relationships.
- Establish best practices for customer satisfaction and use consumer feedback to adapt.
- Research, generate and qualify new leads specific to brand products and services utilizing innovative approaches to penetrate prospective accounts.
- Negotiate contracts and close agreements to maximize profit.
- Ensure timely and successful delivery of our services.
- Meet quotas and clearly communicate the progress of daily/weekly/monthly initiatives to internal management.
- Develop new business with existing and new clients.
- Forecast and track key account metrics.
- Prepare and deliver status reports.
- Collaborate with the Sales Team to identify and grow opportunities.
- Update job knowledge by participating in educational opportunities, both company-sponsored and industry-sponsored.
- Enhance department and corporate reputation by exploring opportunities to add value, services and/or exceptional customer service.
- Properly manage client expectations and exceed them all!
- Understand and work within established policies and protocols.

Requirements

- Demonstrable ability to communicate, present and credibly influence key personnel at all levels of an organization including executive and C-level personnel.
- Experience or proven ability to deliver client-focused solutions.
- Ability to multi-task and juggle multiple accounts while maintaining attention to detail.
- Excellent listening, negotiation and presentation techniques.
- Strong verbal and written communication skills.
- Deep digital understanding.
- Self-motivated and able to thrive in a results-driven environment.
- Natural relationship builder with integrity, reliability and maturity.
- Ability to prioritize tasks.
- Eager and willing to grow with the company.
- Be comfortable and thrive in a position with high visibility.
- Be willing and able to work remotely with minimal guidance.
- Multilingual a plus, but not required.
- Business marketing degree a plus, but not required; upper-level students and recent grads are encouraged to apply.

Skills & Proficiencies

- Critical thinking and problem-solving skills.
- Excellent time and project management skills.
- Prospecting/networking skills.
- People skills.
- Communication skills.
- Influencing and negotiation skills.
- Presentation skills.
- Time management skills.
- Client-focused solutions mentality.
- Relationship-building passion.
- Teamwork.
- Organization and attention to detail.

Chain of Command

This position reports to the Chief Commerce Officer.