



Title:

Customer Service Account Executive

Reports to:

Manager, Customer Service

Description:

The role of the Account Executive is to maintain a professional and open relationship with their assigned client base to promote revenue growth, as well as to grow the client base beyond the existing breadth of the organization. The Account Executive will maintain and grow customer relationships through a variety of strategies and will support the organization's objectives and goals.

Duties and Responsibilities:

Sales Activities

The Account Executive will manage the existing account base and obtain new clients through the use of the following strategies:

- Scheduling of regular on-site visits with clients to discuss and strategize on current and future projects, growth objectives and as a means of ensuring customer satisfaction.
- Regular communication by telephone and by email with clients.
- Work with clients on generating referrals to other potential clients.
- Responding in a timely manner to phone calls and emails from clients and other colleagues/departments. This includes the timely generation of proposals and WOPS/SOPS from time of request and the appropriate follow up on proposals. Timeliness is defined as responding to telephone calls and emails within 24 hours of their receipt, with the exception of holidays or illness.
- Corporate presentations to clients and prospects.
- Preparation of Statement of Work (project documents), ROI documents, contracts and other documents as required for maintaining and supporting the client.
- Maintenance of individual account plans for each client.

Administration & General

The Account Executive is also required to perform certain administrative tasks which will assist with account maintenance and with the overall job function as follows:

- Updating and maintenance of the individual forecast on a weekly basis. Accuracy of forecasting & timely updating of the forecast is essential.
- Accurate completion and distribution of work orders, project documents, ROI documents. CIS (Continuous Improvement Survey) and Peer Review form completion, and other documentation, as deemed necessary for the fulfillment of the job function.
- Effectively communicate and cooperate with other departments.
- Effectively communicate account plan strategies to managers and stakeholders in a timely and clear fashion.
- Assist, when required, with other departments on marketing campaigns, corporate functions (i.e. annual golf tournament) and other activities.



- Maintain a professional demeanor and attire, in accordance with the End to End Company Policies and Procedures Manual.
- Keep the individual Outlook calendar up to date at all times with meetings and appointments.
- Keep customer files stored on the server, not on the individual laptop.
- Ensure that customer documents (contracts, etc.) are stored in the corporate filing system.
- Ensure that the voice mail message is current, and ensure that the Call Forward to Voice Mail (CFWD) button is activated when working from home or on vacation.
- Notify the Receptionist and the Sales Manager/Director of absences or illness by 8:00am that day.

Job Specifications

- University degree or college diploma
- Direct work experience in a sales capacity or customer service environment
- General knowledge of current IT technologies, including Internet and WAN topologies, basic computing knowledge and basic cabling knowledge, across a wide variety of areas, including VPN & Security and Thin Client/Citrix and Server topologies.
- Demonstrated experience in achieving goals
- General knowledge of business practice and positions
- Able to work as an individual or within a team environment
- Ability to effectively prioritize and execute tasks in a high-pressure environment is crucial
- Able to travel extensively including overnight stays
- Must have own vehicle.

Personal Attributes

- Integrity
- Persuasive
- Positive
- Diplomatic
- Strong communication skills
- Self-motivated
- Results driven
- Creative
- Adaptable

Compensation

- Competitive compensation (base salary and commission)

To apply for this position, please [click here.](#)