



Job Description

Job Title: Account Manager

Department/Division: Sales

Reports To: VP of Sales Operations

Job Summary: Responsible for achieving Carrier Access, Inc.'s monthly sales quota objectives and partnering with the internal sales team, sub agents and external clients to provide account management services.

Responsibilities:

- Interact with existing clients to renew their existing service and potential to increase sales of organization's products and/or services.
- Meet and exceed monthly sales objectives.
- Accurately complete all necessary sales paperwork.
- Communicate proper expectations to clients.
- Communicate expectation level set to the project manager.
- Maintain accurate and timely information within company CRM database.
- Work as a team with the internal service organization to create a great client experience.
- Exercise sound judgment to plan and accomplish goals.
- Seek additional training opportunities and share learning experiences with the larger team.
- Proactively establish and maintain effective working relationships with all support and sales teams, as well as client base accounts.
- Act as a liaison between external clients and various internal departments.
- Communicate with clients in a professional, concise, and effective manner.
- Perform additional tasks as needed and/or requested.

Desired Qualifications/Skills:

- College degree (2 or 4 year) preferred with a degree and/or coursework in sales, marketing, communications and/or business administration or management.
- Prior telecommunications and business-to-business sales experience with a proven track record of successfully promoting and selling products and/or services.
- Experience cultivating and developing relationships with clients.
- Strong presentation skills with the ability to clearly educate clients about Carrier Access, Inc.'s offerings.
- Superior communication skills (verbal and written, both internal and external to the organization) with the ability to actively listen to management, subordinates, peers, and clients in order to understand the points being made and ask questions as appropriate.
- Ability to work well individually, as well as part of a team.
- Ability to complete, accurate and timely submissions of all required paperwork and system documentation associated with client activity.
- Organizational skills to facilitate timely and thorough follow up on all client issues to completion.
- Ability to problem solve and think outside of the box to meet company expectations.

- Ability to thrive in a fast paced, multi-tasked environment.
- Ability to prioritize tasks and display excellent time management skills.