

**Job Title: Director of Account Management**

**Reports to: Vice President of Operations – Commercial Bulk Services**

**Location: Coral Springs, FL**

**The Low Down:**

The **Director of Account Management** is responsible for maintaining a close, positive and mutually beneficial relationship with homeowner association boards that purchase commercial bulk services. The Director and their team own the customer relationship and focus on day to day interactions with local managers and board members to ensure high levels of customer satisfaction to all residents,

**What your days will look like:**

* You and your team are the face of the company and must conduct regular community outreach events, service education briefings and upsell additional retail services to customers to ensure satisfaction with their Internet, Data, Phone and security services.
* Meet with existing and new customer during and post installation to ensure satisfaction with the installation process and on ongoing use of Blue Stream Fiber services.
* Create and implement communication and education plans incorporating all elements of the business (construction, scheduling, installation, customer care, communications and technical support) to ensure the flawless execution customer onboarding in partnership with all commercial bulk communities.
* Achieve high customer satisfaction as measured by the google rating and Net Promoter Score in support of exceptional branding, reference checks and company image that attract more commercial bulk customers.
* Build and maintain customer relationships, by holding weekly calls/meetings throughout the entire customer journey.
* Conduct consistent meetings and outbound communications with all key stakeholders to ensure the property managers, board members and residents are fully aware of the company’s onboarding and ongoing operations plan.
* Escalate customer service issues directly to the proper employees to ensure immediate and proper resolution.
* Act as the voice of commercial bulk customers concerning process, product and performance needs that will drive loyalty and satisfaction.
* Manage and oversee a team of Account Managers and on-site customer support representatives to ensure strict adherence to all of the goals and objectives of the account management team.

**What you bring to the table:**

* 5+ years of successful account management experience, preferably within the telecommunications, service or hospitality industry where you have successfully managed and grown customers.
* Experience in establishing and growing cross-functional relationships as trusted advisor to internal and external customers
* Three or more years leading an account management team
* Customer centric mentality with the ability to seek out solutions and execute them to completion
* Excellent at multi-tasking, managing many aspects of customer engagements across several cross-functional groups
* Presents very organized and structured thinking for planning and execution purposes
* Enthusiastic approach to business, professional attitude and highly proactive approach
* Ability to identify and implement solutions to ambiguous problems
* Collaborative team player with the ability to shift gears quickly and efficiently
* Excellent time management, negotiation, goal setting, prospecting and interpersonal skills.
* Strong and effective communication skills both orally and written.

Must be able to read, write and speak English, analyze and interpret general business periodicals, professional journals, technical procedures, or governmental regulations; ability to write reports, business correspondence, and procedure manuals; ability to effectively present information and respond to questions from groups of managers, clients, customers, and the general public.

Ability to work with mathematical concepts such as probability and statistical inference; ability to apply concepts such as fractions, percentages, ratios, and proportions to practical situations; ability to define problems, collect data, analyze data, establish facts, and draw valid conclusions; ability to interpret an extensive variety of technical instructions in mathematical or diagram form and deal with several abstract and concrete variables; ability to handle confidential material and information; individual must be organized, able to multi-task under pressure.

**Education/Experience**:

Bachelor’s degree (B.S.) and/or a minimum of six years of related experience.

**Computer Skills**:

Microsoft software including Power Point, Internet, e-mail, and database software as required.

**Physical Demands/Working Conditions:**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

* regularly required to talk and hear
* frequently required to sit, stand, bend at the knees and waist, and walk
* required to use hands to type, handle objects and paperwork
* required to reach and hold on to items at chest level or reach above the shoulder
* required to use close vision and be able to focus

Extensive travel in Florida required. The employee generally works on the road meeting with perspective clients and supporting outside sales team members along with being in an indoor office environment; overtime may be required.