

Intern Office Manager and Customer Support

Description

We are seeking a dynamic and motivated Account Success Specialist to join our sales team. This role is crucial in ensuring the success and satisfaction of our clients while driving revenue growth. The ideal candidate will have a strong background in sales, excellent communication skills, and a passion for building lasting client relationships.

Responsibilities

- **Client Relationship Management:**
 - Develop and maintain strong, long-term relationships with clients.
 - Act as the primary point of contact for assigned accounts.
 - Ensure client satisfaction by addressing their needs and concerns promptly.
- **Sales and Revenue Growth:**
 - Identify opportunities to upsell and cross-sell products or services.
 - Meet or exceed sales targets and objectives.
 - Conduct regular account reviews to ensure clients are achieving their goals with our solutions.
- **Onboarding and Training:**
 - Assist new clients in the onboarding process, ensuring they are well-acquainted with our products and services.
 - Provide training and support to clients to maximize their use of our offerings.
- **Collaboration:**
 - Work closely with the sales team to develop strategies for account growth.
 - Liaise with internal departments (e.g., product development, customer support) to ensure client needs are met.
 - Provide feedback to the product team based on client interactions to drive continuous improvement.
- **Reporting and Analysis:**
 - Monitor and analyze account performance metrics.
 - Prepare and present regular reports on account status, including risks and opportunities.
 - Utilize CRM tools to track client interactions and sales activities.

Experience

- Microsoft Office: 3 years (Required)
- Administrative experience: 1 year (Required)

Qualifications

- Bachelor's degree in Business, Marketing, or a related field.
- Proven experience in sales, account management, or customer success.
- Strong understanding of sales principles and customer service practices.
- Excellent verbal and written communication skills.
- Proficiency with CRM software and Microsoft Office Suite.
- Ability to multitask, prioritize, and manage time effectively.
- Problem-solving skills and the ability to handle challenging situations.

Job Benefits

- 401(k)

Hiring organization

DrBalcony

Employment Type

Full-time, Part-time, Contractor

Job Location

92780, Tustin, California, United States

Working Hours

39 per week

Base Salary

\$ 20.18 - \$ 22.30

Date posted

May 22, 2024

- Dental insurance
- Health insurance
- Paid time off
- Vision insurance