



**Role:** Senior Account Manager (existing accounts)

**Location:** San Francisco, CA

**Term:** Full-Time Permanent

## JOB DESCRIPTION

Direct Commerce is seeking an energetic, self-driven, creative sales professional to manage, retain, and grow existing customer accounts. The Senior Account Manager will work with company leaders and Sales leaders to build relationships with our biggest global clients. You will be proficient in understanding company tools and services in order to drive customers satisfaction & growth. This is a great role for an independent thinker who wants to have a big influence with customers and who is comfortable driving new programs and ideas within the company. Not a good job for someone looking for a cookie cutter role in a big company.

## KEY RESPONSIBILITIES

- Develop and manage strategic client relationships in order to boost customer satisfaction
- Outline client goals, perform business reviews, follow up to track client success and progress
- Establish a strategic/trusted advisor relationship with the client through product expertise, customer service, and consultative skills
- Work with clients to identify new opportunities solve problems
- Manage client renewals, upgrades, & Change Orders
- Be a key intermediary between the Customer, Product teams, and Customer Success
- Represent the Company and team at industry conferences, meet with clients and prospective customers in person to discuss the Company and products and to gather feedback

## OUR IDEAL CANDIDATE

- Bachelor's degree or equivalent work experience
- 10+ years of experience selling to Fortune 1000 SaaS based technology companies
- Ability to present exceptional presentations (oral and written)
- Ability to problem solve in a technology environment
- Ability to recognize an opportunity when you are discussing solutions with a client
- Knowledge of Enterprise sales processes and the politics of operating in large organizations
- Knowledge of customer service practices, and commitment to excellent customer service
- Proficient in Excel, Powerpoint, Word, Salesforce, Hubspot
- Ability to travel up to 15% of time