



PIONEER
CRITICAL POWER

Account Manager

Job Description:

The Account Manager serves as the primary contact for service customers and is responsible for customer satisfaction. The Account Manager is expected to consistently provide excellent customer service and ensure quality. In addition, the Account Manager will build relationships with customers to encourage new and repeat business opportunities.

Responsibilities:

- Build and maintain customer relationships.
- Maintain customer databases.
- Provide documentation to customers in a timely fashion specific to each customer's needs/requirements.
- Answer customer inquiries in a timely fashion.
- Provide reporting to customers and/or management as needed.
- New customer setup.
- Customer contract entry.
- Ensure accuracy of customer invoicing.
- Ensure accuracy of customer and equipment information.
- Provide support to Service Sales Team regarding new contracts and renewals.
- Maintain vendor databases.
- Build and maintain vendor relationships
- Provide support to Service Management as needed.
- Perform various tasks as assigned by Management.
- Assist in the completion of large RFQ's and/or strategic account bidding.

Qualifications:

- Proven Account Management skills required in order to create, maintain and enhance customer relationships.
- Minimum 2 years of customer service and/or account management experience.
- Extremely detail oriented.
- Highly motivated and ability to work in a fast paced environment.
- High level of initiative to work well in a team environment.
- Plans and carries out responsibilities with minimal direction.
- Handles stressful situations and deadline pressures well.
- Excellent written and oral communication skills.
- Ability to multi-task on a regular basis.
- Trained in Microsoft Office products.