

Account Manager

The Account Manager (**Must Have general contracting or mechanical contracting industries**) experience. This person will be responsible for maintaining and growing a book of existing clients, developing and executing annual growth plans, ensuring their expectations are exceeded, and developing multi personal relationships across their clients. This role will involve collaborating with the operations team and maintaining strong client relationships. The Account Manager will be the main point of contact for clients, ensuring that their objectives are understood and that projects are completed on time, within scope, and on budget.

Responsibilities

Client Relationship Management

- Serve as the primary point of contact for a portfolio of existing clients.
- Develop and nurture long-term relationships with key stakeholders within client organizations.
- Understand client needs and proactively identify opportunities to provide additional services or improvements.
- Develop annual account plans in alignment with organizational growth objectives.

Cross-Functional Collaboration

- Work closely with the operations team to ensure smooth project execution and alignment with client expectations.
- Provide input to the operations team on client preferences, project needs, and any specific requirements to ensure optimal results.

Growth & Retention

- Maintain a strong focus on client satisfaction, working proactively to resolve any issues and ensuring a positive overall experience.
- Identify opportunities for account expansion and upsell additional services.
- Conduct regular client check-ins and performance reviews to understand client satisfaction and opportunities for growth.
- Develop a pipeline of new logos to support long term business growth.

Reporting & Administration

- Monitor and report on key performance metrics related to client accounts and project progress.
- Maintain accurate and up-to-date records of client interactions, project milestones, and deliverables in the CRM system.

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Qualifications

- Bachelor's degree.
- 3+ years of experience in sales, account management, client services, or a related role; preferably in testing and inspection, general contracting or mechanical contracting industries.
- Detail oriented with project management experience to effectively manage day to day communications and relationships as it relates to account projects.
- Excellent communication and interpersonal skills, with the ability to build and maintain client relationships.
- Experience working with cross-functional teams and managing client expectations.
- Proven ability to drive account growth, client retention, and successful project outcomes.
- Proficiency in CRM software, project management tools, and MS Office Suite.

Conditions of Employment

- Ability to successfully pass a criminal background check.
- Ability to successfully pass pre-employment drug screen.