



Job Title:	Senior Account Manager	Position Type:	Full time
Location:	Remote	Travel Required:	10-20%

Summary of Role:

The Senior Account Manager is responsible for managing the post-sale business relationship. Working with key client accounts, the Sr. AM will ensure successful adoption of Lexipol's products, drive customer satisfaction, ensure a positive client experience, expand the use of Lexipol's service offerings through upsell and cross selling, and drive account renewals. He/she also serves as point of escalation for client questions, issues and feedback.

Job Description:

ROLE AND RESPONSIBILITIES:

- Develop and execute an account management plan for each client. Identify and execute on up-sell and cross-sell opportunities within assigned client base. Actively manage the sales pipeline.
- Engage key stakeholders to establish deployment objectives and success criteria. Assist clients to develop a plan to launch their policy manual, implement Daily Training Bulletins.
- Communication and timely resolution to drive client loyalty and ensure that key clients are satisfied and are realizing measureable value from products and services.
- Secure customer testimonials, document success stories via case studies, and create a source of new customer leads through referrals.
- Document all applicable activities within the CRM database. Maintain dashboard summarizing the overall health of the client base.

QUALIFICATIONS:

- Excellent interpersonal and written/verbal communication skills with proven success in establishing rapport and long-lasting business relationships.
- Exceptional organization, time-management and prioritization skills; demonstrated success in managing multiple projects simultaneously in a fast-paced, self-directed entrepreneurial environment.
- Proficient with Microsoft Office Suite applications, CRM and ability to learn other technology.

EDUCATION AND EXPERIENCE:

- Bachelor's degree in a related field is preferred or commensurate work experience.
- Minimum three years of sales experience within an enterprise SaaS/Cloud product company is required.
- Minimum five years of post-sales account management experience is required; account management experience with SaaS-based or reoccurring revenue business model is helpful.

COMPENSATION AND BENEFITS:

Lexipol offers a competitive salary and commission plan, comprehensive benefits package including 401(k) with Company match and paid time off.

For consideration, please email your resume, cover letter with annual pay rate expectations to hr@lexipol.com

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