



Effective October 29, 2021

JOB DESCRIPTION

JOB TITLE: Account Manager
DEPARTMENT: Sales
REPORTS TO: Brad Bush, Chief Commercial Officer
FLSA STATUS: Non-Exempt

JOB SUMMARY: Enseo's Account Manager will act as post sales customer advocates and work with internal departments to ensure that customer needs are understood and satisfied. This position may assist with making sales, handling client complaints, collecting and analyzing data, and improving the overall customer experience.

SUPERVISES: N/A

ESSENTIAL JOB DUTIES AND RESPONSIBILITIES:

1. Communicate with customers to understand their needs and explain product value
2. Build relationships with customers based on trust and respect
3. Act as a customer advocate with a focus on improving the full customer experience
4. Explain and close additional feature upsell and contract renewal sales opportunities
5. Lead hand off meetings and contracting process post sale
6. Collaborate with internal departments to facilitate customer needs fulfillment and escalations of issues
7. Resolve complaints and prevent additional issues by improving processes
8. Collect and analyze data to learn more about consumer behavior
9. Assist accounting with accounts receivable collections
10. Keep accurate records pertaining to customer communications and transactions
11. Maintain updated knowledge of Enseo products and services
12. Performs other duties as assigned.

REQUIRED SKILLS/ABILITIES:

- Ability to multi-task and project manage
- Ability to function well in a high-paced and at times stressful environment
- Ability to use independent judgment in resolving various issues
- Ability to collaborate with team members and other departments
- PC literacy with strong competency in all Microsoft Office Suite programs is essential
- Demonstrate analytical skills by identifying and objectively evaluating innovative and alternative solutions to problems
- Excellent active listening skills
- Possess problem solving skills including data analysis
- Excellent verbal and written communication skills
- Excellent interpersonal and customer service skills



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- Excellent organizational skills and attention to detail
- Excellent time management skills with a proven ability to meet deadlines

EDUCATION AND EXPERIENCE:

Education: Bachelor's Degree in sales, communications or related field

Experience: 3 – 5 years of sales or account management in hospitality industry, software solutions, or similar industry

Knowledge:

- Understanding of customer needs and how to manage multiple customers
- Extensive, accurate product knowledge
- Knowledge of hotel processes and technology
- Knowledge of hotel brands (like Marriott, Hilton, etc.)

PHYSICAL REQUIREMENTS:

Working Conditions: This is a full-time office environment position that would ideally be located in Plano, TX but could possibly be a remote position. Some travel required.

Physical Activities: Occasional standing, stooping, and lifting up to 15 pounds

Physical Demands: Prolonged periods of sitting at a desk and working on a computer

NOTE: This job description is not an employment agreement or contract. This job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee for this job. Duties, responsibilities and activities may change at any time with or without notice.

Enseo is an equal opportunity employer. All aspects of employment including the decision to hire, promote, discipline, or discharge, will be based on merit, competence, performance, and business needs. We do not discriminate on the basis of race, color, religion, marital status, age, national origin, ancestry, physical or mental disability, medical condition, pregnancy, genetic information, gender, sexual orientation, gender identity or expression, veteran status, or any other status protected under federal, state, or local law.