

Account Manager

Fierce is a globally recognized leadership development training company based in Seattle, WA. Our mission is to transform the conversations central to our clients' success. Our clients rely on us to deliver programs that transform cultures and help them gain a sustainable edge.

fierce.

Job Responsibilities

The ideal candidate will be excited for an opportunity to help our customers become a Fierce for Life organization. They will remove roadblocks with the goal of maintaining and growing our client relationships. Strategic, thoughtful and good listeners – this role will shape the future of our organization.

any conversation **can.**

The candidate will be responsible for tasks including, but not limited to:

- Build strategic relationships across multiple levels; including executive level decision makers
- Develop trusted adviser relationships with clients to ensure goals are aligned from a business strategy perspective
- Identify and track goal metrics in partnership with the client to drive clients' value
- Drive adoption to achieve renewals, expansions, and upsell opportunities by utilizing knowledge of client goals
- Serve as client advocate by providing internal feedback on how we can maximize value and resolve concerns with energy
- Maintain a deep understanding of Fierce product offerings and position the most relevant features/functionality for clients' specific goals
- Utilize technology such as Outreach, Salesforce, and other applications to document and support client lifecycle

- Must possess a desire to collaborate and partner with team members to strategize on new business and account strategy.
- Work with Account Executive to ensure smooth transition into onboarding phases of client journey.
- Identify new areas of growth within an account and include Account Executive to ensure close won business.
- Partner with learning and marketing to run client engagement strategies to grow relationship and lifetime value.
- Develop and maintain account plans that identify opportunities for company to deliver value, strategic motivators, main stakeholders, buying processes and forecasted dollars.
- Report on account management activity (include desired frequency – daily is ideal for accuracy)
- Keep detailed notes on customer interactions (include frequency – daily is ideal for accuracy)

Required or Preferred (Work) Experience

- 2+ years experience in a complex, consultative sales environment - preferably in some area of human capital. Highly skilled in complex b/b selling environments-.
- Proven ability to connect with clients and provide value
- Knows how to work collaboratively and use data in decision making and strategy work.

Required or Preferred Skills

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- Problem Solving/Negotiating skills - using a diagnostic or consultative based sales process.
- Leadership skills – ability to run project and bring ideas to the team
- Communication skills - varied venues and audiences
- Analytical skills -- able to learn from and take action on sales and market data
- "Rainmaking" skills - able to network for opportunities

Required or Preferred Skills- what we call the Figure it Out Factor:

- Emotional Intelligence
- Strong Communication
- Growth mindset
- Intelligence
- Work Ethic
- Organizational Skills
- Accountable
- Competitiveness
- Creative
- Resilient

Required or Preferred Knowledge/ Learning Interests

- Third Party Learning Solutions - "the industry"
- Business and/or Organizational Acumen - how organizations in different industries are organized, make decisions etc.

Required or Preferred Educational Background

- BA Required. Preferably in some area of the social or behavioral sciences, communications, or business administration (HR, marketing, etc.).

Required or Preferred Motivational Profile

- Builder - takes a long term view of success for their accounts. Enjoys building strong relationships with clients.
- Motivated to Deliver Difference/to Have Impact - Values their role as influencer.
- Loves Sales - including both its challenges and opportunities.

Fierce has an outstanding reputation. This is a great opportunity to advance a career, make a name for one's self, and work with a great team. Our clients are exceptionally busy and the candidate will be thrust into an entrepreneurial, intense environment where being self-sufficient and resourceful will be critical.

Fierce provides equal employment opportunities (EEO) to all employees and applicants for employment without regard to race, color, religion, sex, national origin, age, disability or genetics in compliance with federal, state and local governing laws.

This is a fully remote, full time and non-exempt position. To apply, send your resume and cover letter to careers@fierceinc.com