



Account Manager Job Description

akoyaGO Overview

akoyaGO is the leading provider of an online management software which supports the mission of foundations to make philanthropy better. As a strategic technology partner, we deliver a fully integrated end-to-end solution, from relationship management to fund accounting. We are passionate about helping foundations amplify their impact.

We provide a fast-paced entrepreneurial culture where we work together to move the company forward. A team of engaging, motivated, and energized individuals who work hard and play hard, we are committed to making a difference in the world of philanthropy. akoyaGO employees are serious about work while embracing a culture of flexibility to get the job done.

Account Manager Overview

As an akoyaGO Account Manager, you will report to our Manager of Client Experience and serve as the primary relationship driver on behalf of the company. In this role, you will liaise between akoyaGO and our customers, ensuring excellent customer experience while creating a high level of engagement and satisfaction. You will be responsible for developing, maintaining, and growing client relationships, serving as their strategic business advisor. Key performance indicators will include retention and satisfaction.

Responsibilities

- Provide operational insights and guidance to current customers on software functionality
- Work collaboratively with other departments to coordinate client interaction(s) as necessary
- Develop rapport with key client contacts
- Establish ways to provide additional value for customers as we evolve and grow
- Identify and recommend enhancements and training opportunities
- Serve as the key relationship strategist and engage in account escalations as needed
- Participate and present at EMPOWERED, our annual user conference
- Maintain accurate client records in company CRM and update procedures as necessary

Qualifications and Skills

- Proven ability to build rapport with others
- Customer-centric attitude and approach
- Proactive and open-minded attitude with ability to resolve problems and deliver results
- Excellent multi-tasking and time-management skills, with ability to prioritize tasks and provide follow up
- Highly organized with strong attention to detail
- Professional written and verbal communication skills
- Proven technical aptitude, specifically related to software technology
- **Experience with foundations and/or non-profits strongly preferred**

Compensation

Salary commensurate with experience, plus a comprehensive benefit package which includes:

- Medical, dental, and vision
- Life, AD&D, and disability
- Simple IRA (up to 3% company match)
- Paid time off; nine paid holidays

To Apply

Please submit your resume to Jenn Canney at jenn@akoyaGO.com. akoyaGO is based in Bloomington, MN and our preference is for candidates to be located within proximity to headquarters, though consideration is given to highly qualified candidates who desire to work remotely.

akoyaGO is proud to be an equal opportunity employer and is committed to maintaining a diverse and inclusive work environment. All qualified applicants will receive consideration for employment without regard to race, color, religion, gender, gender identity or expression, sexual orientation, national origin, physical or mental disability, age, veteran status, or any other basis protected by federal, state, or local law.