

Position Title: Account Manager

Position Overview

As an Account Manager at akoyaGO, you will play a crucial role as the primary link between our company and our valued customers. Reporting to the Manager of Client Experience, you'll focus on delivering exceptional customer experiences, fostering engagement, and ensuring overall satisfaction. Your responsibilities will encompass relationship-building, client advisory, and driving key performance indicators such as retention and satisfaction.

Responsibilities

- **Client Relationship Management:** Develop and maintain strong relationships with key client contacts, serving as their trusted advisor.
- **Product Expertise:** Gain in-depth knowledge of our solution to provide clients with operational insights and guidance.
- **Cross-Functional Collaboration:** Collaborate with internal teams to ensure client needs are met and issues are resolved effectively. Work alongside other teams to help manage projects and facilitate meetings with clients.
- **Value Enhancement:** Identify opportunities to provide additional value to clients as our software evolves and contribute to client facing sites with resources, engagement opportunities, and news.
- **Retention and Growth:** Drive client retention and explore upsell opportunities to contribute to company growth.
- **Issue Resolution:** Act as the point of contact for client concerns, ensuring timely and effective resolutions and handling escalations when necessary.
- **Client Reporting:** Maintain accurate client records in our CRM system and update procedures as needed.
- **User Engagement:** Participate in and contribute to client engagement activities, including our annual user conference.

Qualifications and Skills

- Proven ability to build strong rapport with clients and colleagues.
- A client-centric mindset and approach to client relationships.
- Highly organized with meticulous attention to detail.
- Professional written and verbal communication skills.
- Excellent multi-tasking and time-management skills, including task prioritization and follow-up.
- Proactive and open-minded approach to problem resolution, with a commitment to delivering results.
- Proven technical aptitude, particularly related to software technology.
- Bachelor's degree in a related field is a plus.
- Previous experience in the SaaS industry is a plus.
- Non-profit experience strongly preferred.

Salary and Benefits

\$55,000 - \$70,000 per year, depending on experience and qualifications. Benefits include health, disability, and life insurance, retirement plan matching, paid time off, and professional development opportunities.

Location

This is a remote-eligible position open to candidates residing and authorized to work in the United States. While travel opportunities may be offered, they are not required for this role, with the exception of one required annual trip to our user conference.

How to Apply

To apply, please send your resume to careers@akoyaGO.com and specify the position in the subject line.