

ROLE PROFILE

Title:	Manager, Account Management
Function:	Account Management
Reports To:	Vice President, Account Management
Location:	Toronto
Type:	Full-Time

Role Description

The Manager, Account Management is responsible for the day-to-day account management and oversight as well as project management for a key client. The Manager, Account Management has a deep understanding of their assigned clients' industry & key business objectives, and how Exchange Solutions' products & services can help them achieve these objectives. The Manager, Account Management is a strong communicator who works collaboratively to gain alignment and foster accountability and is a creative strategic thinker with deep business acumen and the resourcefulness to find a way to get things done. They must be able to act as both an advisor to the client and a project manager who can influence and negotiate internally and externally across various levels and functions, and deliver a compelling proposition for both the client and Exchange Solutions that will ultimately achieve deliverables and produce results.

Primary Responsibilities

- Develop and maintain strong client relationships and ensure high levels of client satisfaction across all assigned clients.
- Collaborate on the design of strategy and solutions that improve client results and progress Exchange Solutions' in-market product offering.
- Working collaboratively with Vice President, Account Management, meet or exceed assigned clients revenue plan by securing and delivering statement of work projects and pay for performance revenue.

- Be an expert in the technology and analytics capabilities and services provided by Exchange Solutions to assigned clients. Be a thought partner with technology and analytics teams to develop solutions, trouble shoot issues, proactively identify risks and explore and advance opportunities to implement new solutions that support both client and Exchange Solutions' needs.
- Lead the development of detailed business requirements for projects and oversee project implementation, ensuring requirements are followed and bugs/issues are minimized and managed.
- Be open and flexible to performing a variety of tasks to keep the account running smoothly and client satisfaction high. This may include tasks such as maintaining status logs, running status meeting, deploying email campaign, issuing minutes/action items for meetings, communicating and coordinating technology releases with clients, managing website content, trouble-shooting escalations, communicating issues/bugs, etc.
- Lead the development of and monitor delivery of campaigns, analyses and reporting.
- Determine the ROI for marketing campaigns and creating proforma economic models.
- Develop account strategy and client service plans.
- Provide project management leadership and thought partnership to multi-disciplinary project teams of up to 10 individuals.
- Contribute to the development of internal processes and 'best standards' for client service and delivery.

Capability Requirements – education, skills & experience

- Post-secondary education, with a degree focused on either business or marketing. MBA or other advanced degrees are preferred.
- A minimum of 5 years related marketing, payments, business analysis and loyalty experience.
- A minimum of 3-5 years program and project management/leadership experience leading teams to complete major tasks, under deadlines, with minimum supervision.
- Experience developing phased capability development plans and business cases, forecasting performance improvement impact and measuring & reporting results.
- High comfort level with entrepreneurial, software development and technology outsourcing environments.
- Comfort with analytically driven problem solving approaches.

- Working knowledge of technology, including databases, analytical applications, reporting, service level agreements and networks.
- Has had P&L accountability at either a project, campaign or brand level.
- Excellent interpersonal skills and strong team building capability to cultivate and maintain effective working relationships, both internally and externally.
- Has a strong technical aptitude and has the ability to translate data into business intelligence.
- Superior communication skills both verbal and written, with excellent presentation skills.
- Proficient computer skills, including Microsoft Word, Excel and PowerPoint.