

ROLE PROFILE

Title:	Specialist, Account Management
Function:	Account Management
Reports To:	Senior Director, Account Management
Location:	Toronto
Type:	Full-Time

Role Description

The Specialist, Account Management is responsible for the day-to-day account management operations and project management for 1 – 3 assigned clients. The Specialist, Account Management will develop a thorough understanding of their assigned clients' industry & key business objectives, as well as the technology and analytics capabilities and services provided by Exchange Solutions to achieve these objectives. The Specialist, Account Management is a strong communicator, has exceptional organization & project management skills, and an aptitude for technology, data and analytics. They must be able to build exceptional client relationships through achieving deliverables, producing results and adding value in all client interactions.

Primary Responsibilities

- Perform a variety of account operations tasks with openness and flexibility. These can include: client request prioritization & communication, weekly internal and client status meeting management, detailed documentation; such as creating business requirement documentation, reviewing & issuing performance reports, invoicing, issue resolution, ad hoc requests and troubleshooting.
- Responsible for project management, which can include participating in the development of detailed project plans, project cost estimating and ensuring project timelines are being met and scope is being managed.
- Through a high level of knowledge in our technology and analytics capabilities and services, 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.
- Contribute to the development of internal processes and 'best standards' for account management and delivery.

- Working collaboratively with other members of the Account Management team, meet or exceed assigned client's revenue plan.
- Develop and maintain strong client relationships and ensure high levels of satisfaction across all assigned clients.

Capability Requirements – education, skills & experience

- Post-secondary education, with a degree focused on either business or marketing.
- 3 - 5 years of related experience in marketing, technology, loyalty, e-commerce, payments or business analysis.
- Strong and proven account &/or project management experience, preferably working with retail environments.
- Excellent organization and time management skills with ability to multitask and manage competing priorities.
- Excellent interpersonal skills and strong team building capability to cultivate and maintain effective working relationships, both internally and externally.
- Superior communication skills both verbal and written. Effective listening skills are essential.
- Strong presentation skills with ability to consolidate analyses and report finding in both written and presentation formats (ie: internal/external presentations), BRD (business requirements document), proposals and correspondence.
- Demonstrated interest in continuous improvement and learning.
- High comfort level and aptitude 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, an asset.
- Has a strong technical aptitude and ability to translate data into business intelligence.
- Proficient computer skills, including Microsoft Word, Excel and PowerPoint.