

>> Account Manager

Location: Remote

Position Type: Full-Time

Company Overview

accelant is a premier HubSpot solutions partner agency dedicated to catapulting businesses to new heights through expert guidance and innovative strategies. With a proven track record, we specialize in launching HubSpot platforms and optimizing them for accelerated growth. Our seasoned team is comprised of more than 25+ industry-leading professionals skilled in marketing, sales, service, and revenue operations. Founded by George Roadman, who witnessed firsthand the transformative potential of HubSpot, accelant was born out of a mission to empower businesses with the same success. Join us in shaping the future of business growth acceleration through HubSpot!

Role Responsibilities Overview

As an Account Manager at accelant, you own the client relationship from end to end. You will serve as the primary point of contact for our clients and lead them through our project management process while maintaining a high level of communication and remaining flexible to the client's needs. As the project owner, you are responsible for maintaining all project plans and communicating changes internally and externally. You will work cross functionally with delivery resources to assure that client projects remain on time and on budget while maintaining the highest level of client satisfaction. You will identify opportunities to grow client accounts through a consultative sales approach that always puts client satisfaction first.

Key Responsibilities

- Create and maintain high levels of client trust and relationships through world class service and a trusted advisor approach.
- Consistently earn five-star reviews from your clients.
- Generate and consistently update project plans for each of your active client projects and assure that projects remain on time and on budget.
- Manage internal delivery resources effectively to ensure that client needs are met, and projects stay in scope and on time.
- Develop and execute account specific strategies for both client renewal and growth.
- Identify opportunities for account expansion by ensuring you are well networked within your client accounts and have a real understanding of their business needs and processes.
- Address all client concerns, working closely with internal teams to ensure prompt resolution and maintain client satisfaction.
- Lead all customer facing calls including kickoff, discovery, training, and project recaps

Qualifications

- Proven experience managing client relationships and driving client satisfaction through a consultative approach to client engagement.
- Previous experience managing complex projects, CRM projects are a plus.
- A strong understanding of business processes across sales, marketing, and customer service.
- Excellent communication and presentation skills with the ability to engage clients.
- Prior experience growing a book of business or expanding current client accounts.
- Familiarity with HubSpot, HubSpot certifications, or other relevant credentials are a plus.

Compensation and Benefits

- Competitive salary
- 401K program
- Health benefits
- Employee equity program

- 4 weeks annual PTO + Company holidays
- Laptop provided
- Remote work environment with flexible scheduling
- Innovative, collaborative work environments

How to apply

Email your resume to marco.cable@accelant.com for more information or [apply here](#).