

## Account Manager

Awards Network is a fast paced, technology driven company that designs, implements and manages employee recognition and reward programs for clients across the country. Our employees are energetic and enthusiastic, willing to spend the time and effort to proactively and creatively meet our clients' needs and expectations.

As an Account Manager for Awards Network you will work with new clients to set up and program their accounts and with current clients to confirm, process and review orders while also providing reporting, analysis and insight to ensure client accounts function effectively and efficiently. Success will be demonstrated on the ability to provide daily assistance to coworkers, clients and award recipients.

### Responsibilities:

- Confirm, process and review client orders with the utmost attention to accuracy and efficiency
- Maintain CRM database and client files for accurate customer account records
- Assist clients via email & phone on a daily basis to answer questions, complete requests and manage expectations
- Troubleshoot client program issues and oversee customer service requests for timely resolution
- Design, program & update client program websites / presentation materials using Adobe Creative Suite programs
- Provide reporting, analysis and insight to ensure client accounts function effectively and efficiently
- Balance workload and share job duties in a team environment

### Requirements:

Interested applicants should be highly organized and computer literate with the ability to multi-task. Good communication skills will be of benefit, as the position requires interacting with outside clients and internal staff on a daily basis. Familiarity with Microsoft Office is required, Adobe Create Suite and Salesforce are a plus.

- Communication - accurately interpret and effectively complete requests from a variety of clients and coworkers in person, on the phone and via email
- Attention to Detail - double check own work and that of others for spelling, design and procedural flaws
- Customer Service - all interactions with client companies and their employees should be handled efficiently, accurately and in a professional yet warm and friendly manner
- Time Management - prioritize job duties and client requests while meeting deadlines
- Organization - effectively and accurately maintain client information
- Adaptability - open to changes in client & company procedures, able and willing to learn new processes and programs as needed
- Computer Literacy - Microsoft Office, Adobe Creative Suite, Salesforce
- Associate's Degree or some higher level schooling

### Benefits:

At Awards Network, we ask a lot of our employees, which is why we give so much in return. In addition to a competitive salary, medical/vision/life plan and Simple IRA other perks include:

- Flexibility: Everyone is busy in today's world. Our employees find flexibility when needed in their day.
- Time off: Generous paid vacation plan with additional days built into other periods of the year.
- Bonus Plan: We continue to grow as an organization. That growth is shared with our employees.
- Dress: Our work environment is professional yet casual at the same time. Work comfortable.

*This is a full time position offering competitive compensation. Interested candidates should send a **cover letter** and **resume** to [careers@awardsnetwork.com](mailto:careers@awardsnetwork.com).*