

Virtual Account Executive/Manager

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Company: Outwork Staffing

Location: Bogotá

Category: other-general

Job Title: Account Executive/ Manager Schedule: TBD -US Time Zone Location: Fully Remote Salary: 1400 USD - 1700USD/month **This role is exclusively available to candidates from Latin America. Please submit your resume in English** We are seeking a dynamic and results-driven professional to join our team as an Account Executive/Manager for a multifamily property management platform. This platform aims to enhance property performance and team member engagement through gamified KPI's. In this role, you will play a crucial part in fostering meaningful connections with our customers, ensuring their engagement and satisfaction through effective communication via email and Zoom. If you are passionate about creating positive customer experiences and thrive in a fast-paced environment, we invite you to be a part of our growing Team. Responsibilities: - Engage customers proactively through email and Zoom, fostering strong relationships and understanding their needs. - Monitor email boxes and ticket queues and provide system support to clients via HubSpot. - Utilize the application to its fullest potential, ensuring customers derive maximum value from our product. - Become an expert on our product and services in order to support clients and make recommendations for training, product use, customizations, and feature requests. - Administrate client instances within our software by creating KPI's, challenges, bonus trackers, etc. as well as user and company administration and configuration. - Liaise with product and engineering teams to communicate client needs and requests. - Advise on User Interface changes based on feedback and engagement data. - Survey clients through feedback and NPS surveys to understand where we need to be better as a team or are currently providing value. - Liaise with sales to provide documentation

onvalue and client feedback that can be used to win new business. -Analyze and measure client performance data and engagement toprovide clients with reporting and create case studies using clientdata. - Provide high-touch customer service by continuallymonitoring customer engagement in the app, stepping in to trainwhenever necessary. - Function as an onboarding specialist,ensuring new customers are up and running as quickly as possible. - Build and document the onboarding process to be replicable for a fast growing, lean team. - Build and document policies andprocedures for the client success and onboarding function of a startup company. - Define and track KPIs to measure success incustomer engagement and onboarding. - Conduct and lead Zoom callsfor onboarding, training, and ongoing engagement, utilizing videot to enhance communication. - Create training videos anddocumentation to be used in onboarding and support and referencedas part of a company Knowledge Library. - Proactively askingquestions and being able to read between the lines of clients needsto understand their pain points and work flow and makerecommendations based on what you know of their jobs, industry, anduse of our application. - Audit and review client data to identifymissing or erroneous information before going live and monitorongoing transmission of data to ensure quick response tointegration issues. Requirements - Bachelor's degree in Business,Marketing, or a related field. - Willingness to work US timezone. -Proven experience in account management, customer success, or arelated role. - Excellent communication skills, both written andverbal, with the ability to articulate complex concepts clearly. -Proficient in using email and Zoom for customer engagement andcommunication. - Strong analytical skills to interpret customerdata and make informed decisions. - Ability to work independentlyand collaboratively in a team-oriented environment. - Demonstratedproblem-solving and decision-making abilities. - Familiarity withCRM software is a plus. (Hubspot preferred) - Familiarity withBusiness Intelligence tools and data analytics software. - Stronginternet connection in order to support sharing screens and videoconferencing. - Preferred experience in the apartment industry. -Experience with Key Performance Indicators and performancemanagement. - Working knowledge of gamification. - Strong attentionto detail. If you are passionate about building lastingrelationships with customers, driving engagement, and contributingto the success of a dynamic company with a positive culture, weencourage you to apply. Join our team and be a key player inensuring our customers not only use our product but love it! Welook forward to welcoming a talented and motivated individual whoshares our commitment to customer satisfaction andsuccess.

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