

Strategic Account Specialist

Job Title: Strategic Account Specialist
Department: Client Relations
Supervisor: Director of Client Relations

Strategic Account Specialists are responsible for managing client accounts, advocating for clients and utilizing problem-solving skills to address client requests and needs. They are also responsible for serving as a strategic advisor/partner to clients and assisting with account setup, billing and collection efforts. Successful candidates are organized, adaptive, remain calm in stressful situations and maintain excellent follow-up skills.

Key Responsibilities:

- Must learn and develop company product knowledge to become a subject matter expert
- Recognize, document and alert management of trends in customer inquiries
- Identify opportunities for system/process improvements to provide greater efficiencies and/or decreased client turnaround time
- Develop partnerships with customers to align their needs with our abilities
- Tasked with completing business reviews for Tier 1 customers (minimum annual review); Tier 2 customers provide business review or metrics reporting when requested by customer
- Identify the client landscape by developing multilevel relationships with key decision makers to ensure stability and contract renewal
- Continuously monitor accounts and proactively work with the customer on forecasting +/- volume changes, notify management where there is a significant swing in either direction
- Support sales and marketing in their efforts, which include but are not limited to, requests for proposals (RFP's), presentations, webinars and business reviews
- Review AccuSource client satisfaction survey results and partner with assigned clients to address identified issues, and bring them to a mutually-beneficial resolution
- Schedule and host regular strategy calls with the customer

Qualifications/Requirements:

- Minimum of 3 years of customer service experience (ideal experience working with all levels of customers)
- Background and drug screening experience or bachelor's degree preferred
- Proficient in Microsoft Word, Excel, Outlook and PowerPoint
- Excellent verbal and written communications
- Analytical thinker and data analysis skills
- Ability to multi-task and manage a variety of deadlines
- Excellent attention to detail
- Presentation skills
- Positive, cooperative work attitude and team player