

## **The Chatfield Group, Inc.**

### **Account Manager**

**Job Status: Part Time:** 20 – 32 hrs/week

**Compensation:** \$12 - \$14 /hr (DOE)

### **Position Description:**

Under general supervision, the Account Manager (AM) serves as the primary business contact for the client and is responsible for client satisfaction. The AM is expected to consistently provide excellent customer service to clients, as well as represent client needs and goals within the organization to ensure quality. In addition, the AM will should build relationships with clients to encourage new and repeat business opportunities.

### **Responsibilities:**

- Responsible for most client communications, conflict resolution, and compliance on client deliverables.
- Clearly communicates the client's goals and represents the client's interests to the team.
- Ensures that client issues are dealt with in a timely, clear, and efficient manner.
- Reviews all major deliverables (i.e. statements of work, functional design documents, etc.) to ensure quality standards and client expectations are met.
- Researches and stays up-to-date on industry standards, technologies, and industry-specific features appropriate to his/her portfolio of accounts.
- Works closely with the project team in order to maintain a continuous knowledge of project status in order to identify potential issues and/or opportunities within or related to the project.
- Provides regular two-way communication between the client and team, to provide strong team representation and set proper client expectations.
- Understanding of company capabilities and service, and effectively communicates all offerings to the client.
- Reports to the Sr. Account Manager, providing regular input on all account activity - including status reports on at least a weekly basis.

### **Skills/Requirements:**

- Can work well independently or with a team.
- Ability to interact professionally and effectively with clients.
- Must possess excellent organization, time management and follow through skills.
- Must be able to multitask efficiently & effectively.
- Proficient with Microsoft Office. HTML experience a plus.
- Bachelor's degree is preferred but not required.

**To Apply:** Send resume and cover letter to: [hr@thechatfieldgroup.com](mailto:hr@thechatfieldgroup.com). No phone calls please.