

JOB DESCRIPTION

Title: Account Manager

Reports To: Head of Revenue

Role Description:

As an **Account Manager**, your prime responsibilities will be to create long-term, trusting relationships with our customers. We are looking for a professional who can work in a fun, fast-paced and fluid environment. You will bring a creative mindset, detail-oriented focus and strategic acumen in your approach to building and growing long-term business partnerships across our brand. The Account Manager is a valuable member of the customer-facing team and the position is one which brings with it an excellent opportunity to learn and grow within a lively and challenging environment.

Duties & Responsibilities include, but are not limited to:

- Serve as the lead point of contact for all customer account management matters
- Build and maintain strong, long-lasting customer relationships
- Promote engagement with software modules and service offerings
- Ensure the timely and successful delivery of our solutions according to customer needs and objectives
- Troubleshoot issues that occur within the software when needed
- Escalate bugs and change requests to Product for software enhancement
- Clearly communicate the progress of monthly/quarterly initiatives to internal and external stakeholders
- Build long-term relationships with clients from onboarding to advising them throughout their client lifecycle
- Coordinate with Customer Success and Marketing to ensure clients optimize the product and services and appropriately debut new products as they relate to client needs
- Analyze Sales KPIs, trends, growth of business and provide actionable recommendations for team improvements
- Identify at-risk clients, resolve conflicts and advise them until they find success within our product and services
- Partner with Customer Success, Marketing, Sales and Product teams to define a strategic plan and execute high performing campaigns for clients

Qualifications:

- 2+ years experience in sales, account management or project management
- Bachelor's degree in business, marketing, communications or related fields
- Excellent multitasker with a keen attention to detail
- Proven track record of delivering on quota and obtaining positive reviews
- Ability to work effectively with cross-functional teams and all levels of Leadership team, both internally and externally

- Strong knowledge of google sheets, as well as experience with analyzing datasets and delivering actionable insights
- Excellent verbal, written and presentation skills
- Strong organizational & multi-tasking skills
- Proven track record of exceeding growth goals
- Self motivated, self starter, goal oriented and positive attitude

What we will do for you:

- Competitive compensation
- Work for a highly collaborative and team focused company
- Flexible & remote work environment – we encourage and support your work-life balance!
- Generous paid vacation time
- Health benefits & programs that support both your physical and mental well-being
- Performance based bonus program
- Meaningful opportunities for learning and growing
- Employee Stock Options - our success is your success!
- Unlimited paid sick days - after all, your health and well-being matter to us!

About us:

Property Vista is an integrated and holistic software platform built by property managers to help property Management Companies (PMCs) grow their business and add value to their assets. PV unleashes innovative SaaS Property Management Solutions that enables PMCs to manage their properties, improve operational efficiency, and increase productivity and revenue throughout the entire lifecycle from lead to lease, throughout tenancy and all the backend operations that come with it. Property Vista is one of the fastest growing SaaS companies in Canada & the US that is using new technology to drive digital transformation in the Property Management industry. All qualified applicants will receive consideration for employment without regard to race, colour, religion, sex, sexual orientation, gender identity, national origin, disability or protected veteran status.

To apply, please send all resumes and cover letter applications to the following email address:
careers@propertyvista.com

Thank you!