



Position: [Account Manager](#)

Description of Key Responsibilities:

We have a unique opportunity for an Account Manager who is an exceptional relationship builder and who is devoted to driving client value and growing revenue from improved and expanded relationships. The Account Manager is the primary channel of communication to our customers. The Account Manager will help our customers become best-in-breed procurement organizations. To accomplish this, our Account Managers need to become SME in the areas of Vinimaya products and the entire procurement process.

The position of Account Manager is vital to delivering Vinimaya's business results and is expected to immediately impact the continued growth of the company. The position requires exceptional communication skills and an ability to focus on customer success. Vinimaya culture requires an entrepreneurial person who enjoys a dynamic environment which demands quality work products delivered with speed. Vinimaya is looking for people with unquestionable ethics who take pride and are dedicated in their work.

Position Requirements:

- Develop relationships at all levels of the Vinimaya Fortune 1000 client portfolio, identifying opportunities for Vinimaya to better serve our clients, and potentially grow our relationship
- Prepare and maintain client scorecard data and develop strategy to increase Vinimaya value at a portfolio of accounts.
- Ask for client feedback and provide feedback to the company for the purpose of enhancing the quality of our products and services.
- Conduct account reviews on a regular basis to optimize utilization of Vinimaya's product suite
- Receive and answer calls from the clients or client service units in relation to the clients' requests or questions
- Answer the clients' questions and ensure their problems are resolved; conduct follow-up tasks;
- Develop and maintain a well-coordinated internal relationship with key stakeholders within the organization;

Skills / Qualifications:

- 2+ years proven track record of professional experience in client/relationship management and selling
- Bachelor's degree in Business Management, Computer Science or a related discipline.
- Ability to work with others in a demanding, fast-paced environment, and manage multiple projects simultaneously.
- Excellent communication and presentation skills required
- Maintains grace under pressure, and contributes to a strong team environment.
- Strong organization skills and attention to detail
- Experience with B2B software-as-a-service technology organizations, with exposure in high growth



stage companies desired.

- Experience in a 'Farmer' type relationship management role or direct selling experience desired
- Good understanding of Internet-based eCommerce and eProcurement applications desired
- Excellent analytical ability, consultative, communication and coordination/time management skills.
- Highly self-motivated and directed with excellent communication and client services skills.
- Balance of strategic thinking with a strong tactical drive to "get things done".
- Must be willing to travel approximately 20%, typically overnight trips about 2-3 times per month on average.

Core competencies:

Entrepreneurial Drive: Someone who has the understanding that an early stage growth company requires someone in leadership to get their hands dirty in order to get the job done.

Business-Focused: Must be able to quickly and effectively tie client business goals to Vinimaya products and services

Driving Results: Rigorously holding oneself and others accountable for achieving high levels of individual and organizational performance.

Team Focus: Track record of participating in a strong and cohesive cross functional leadership team.