



**Human Crafted.
Enterprise Optimized.**

Premier Account Manager

About Your Role:

Growing and supporting Managed Services, Cloud, Internet, and traditional Voice Services for Spectrotel's largest customer accounts.

About Spectrotel:

Spectrotel is a leading national next generation aggregator of Voice, Internet, Cloud Communications and Managed Services. Spectrotel aligns suppliers, agents, and customers, using Spectrotel's aggregation platform to bring out the best of each to maximize customer success and experience. We are the "Network of Networks" and have achieved this through the committed, passionate and driven team of associates that make up the Spectrotel team.

We are proud of having created a unique and valued experience for some of the most well-known brands throughout the country by providing exceptional service and technology solutions crafted to meet and exceed their business needs. We owe our success to a set of simple principles: integrity, honesty, flexibility, and ambition. It is the embodiment of these traits that make Spectrotel a distinctive integrated solutions company.

As a privately held company we seek individuals who can help contribute to the company's success. This means you are not shy, you like rolling up your sleeves, digging in, and helping solve problems, you feel energized when you present an idea and most importantly you are persistent, passionate and never satisfied with the status quo.

Responsibilities include but are not limited to:

- Responsible for Premier customer communication, conflict resolution, and compliance on client deliverables for all telecom services offered.
- Accountable for all Premier customer deliverables (i.e., boarding of new accounts, billing disputes, account changes, etc.) to ensure quality standards and client expectations are met.
- Process Change Orders and invoice adjustments.
- Partner with project manager during customer onboarding process, establishing customer relationship.
- After initial customer onboarding, track and maintain project status to identify and resolve potential issues.
- Ensures that all processes and procedures are completed, and quality standards are met.
- Present at least annual Business Reviews with the Premier customer.
- Customer site visits to ensure a personal connection with the customer, to review existing services and to discuss opportunities for account growth and new business.
- Communicates the client's goals and represent the client's interests internally.
- Provides regular two-way communication between the client and team, to provide strong team representation and set proper client expectations.
- Understands company capabilities, services, and products, effectively communicating Spectrotel value and product benefits in clear and concise manner.



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Qualifications:

- Knowledge of most of Spectrotel products and services offered including Managed Services, Cloud/Hosted PBX, Internet, and Voice Services (Pots in a Box, Pots over Broadband) – training will be provided
- Proven Account Management skills required to create, maintain, and enhance customer relationships
- Minimum 3 years of Account/project management/customer-facing experience
- Detail oriented, motivated and goal oriented
- Technical competence
- High level of initiative and ability to work well in a team environment
- Excellent written and oral communication skills
- Handles stressful situations and deadline pressures well
- Plans and carries out responsibilities with minimal direction
- Undergraduate degree

Spectrotel is an Equal Opportunity Employer. All applicants will be considered for employment without regard to race, color, religion, sex, sexual orientation, gender identity, national origin, veteran or disability status, or any other legally recognized protected basis under federal, state, or local laws, regulations, or ordinances.