

# JOB DESCRIPTION

**Job Classification / Title: Premier Account Manager**

**Reports to: Director of Premier Accounts**

**Purpose of Position: Large Telecom Account Customer Satisfaction**

**Essential Functions:**

- Responsible for large account customer communication, conflict resolution, and compliance on client deliverables for all telecom services offered.
- Reviews all premier account deliverables (i.e. boarding of new accounts, billing disputes, account changes, etc.) to ensure quality standards and client expectations are met.
- Ensures that client issues are dealt with in an efficient manner.
- Process Change Orders and invoice adjustments.
- Works closely with the project team in order to maintain a continuous knowledge of project status in order to identify and resolve potential issues.
- Ensures that all processes and procedures are completed and quality standards are met.
- Customer site visits to insure a personal connection with the customer to discuss existing telecom services and always be in pursuit of opportunities for account growth and new business.
- Communicates the client's goals and represent the client's interests to the team.
- 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 Premier Accounts Director, providing regular input on all account activity, including status and call reports on a weekly basis.

**Other Duties:**

Perform other job duties as assigned by management.

**Physical Requirements:**

Must be able to sit for extended periods of time

**Education, Job Experience and/or Required Licenses:**

- Thorough knowledge of all products and services offered, POTS lines, Centrex lines, Cable Internet, Internet over Fiber, Internet over Broadband, Hosted PBX, SIP, PRI, Voice T1, Data T1.
- Proven Account Management skills required in order to create, maintain and enhance customer relationships
- Minimum 3 years of Account/project management experience
- Extremely detail oriented
- Technical competence
- Motivated, goal oriented
- High level of initiative and 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

**Special Requirements:**

The specific statements shown in each section of this description are not intended to be all-inclusive. They represent typical elements and criteria considered necessary to perform the job successfully. The Company recognizes that an individual with a disability may require an accommodation to enable him/her to successfully perform a job function. Consideration will be given to reasonable accommodations.