

Mindshare Technologies has an immediate opening for an Account Manager. Mindshare provides real-time customer phone and web surveys with actionable reporting to help companies understand, monitor, and improve their customer's experiences. Mindshare is growing rapidly and provides a dynamic, action-oriented environment for energetic, passionate, and motivated self-starters.

JOB TITLE: Account Manager

JOB DESCRIPTION:

Individual will be responsible for managing and building relationships with and providing consulting services to major clients across a variety of organizations.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

- Maintaining client information and supporting client's use of Mindshare systems and reporting capabilities.
- Responding to client inquiries, requests and problems in a rapid service oriented environment.
- Analyzing client data for trends and patterns to provide additional value to clients.
- Consult with clients on survey design, report design and operational improvement strategies.

COMPETENCIES:

To perform the job successfully, an individual should demonstrate the following competencies:

- Written Communication - Writes clearly and informatively; Edits work for spelling and grammar; Varies writing style to meet needs; Presents numerical data effectively; Able to read and interpret written information.
- Teamwork - Balances team and individual responsibilities; Exhibits objectivity and openness to others' views; Gives and welcomes feedback; Contributes to building a positive team spirit; Puts success of team above own interests; Able to build morale and group commitments to goals and objectives; Supports everyone's efforts to succeed.
- Strategic Thinking - Develops strategies to achieve organizational goals; Understands organization's strengths & weaknesses; Analyzes market and competition; Identifies external threats and opportunities; Adapts strategy to changing conditions.

QUALIFICATIONS:

- Position requires strong analytical, technical and logical thinking skills, maturity to work directly with people at multiple levels of large organizations, and ability to coordinate multiple priorities and respond to challenging situations.

EDUCATION AND/OR EXPERIENCE:

Bachelor's degree (B. A.) from four-year college or university in math or business; or one to two years related experience and/or training; or equivalent combination of education and experience.