

ACCOUNT EXECUTIVE, CLIENT ENGAGEMENT TEAM

JOB NUMBER: 19-CE-AE01

Posting Date: May 14, 2019

Start: Immediately

Duration: Permanent Full-Time

Location: 2415 Columbia Street, Vancouver, BC

The Position

We have an immediate opening on our Client Engagement Team for an Account Executive who will work closely with clients to promote current and emerging solutions and services; primarily based on Microsoft technologies. This role is ideal for a “people person” who is an ambitious self-starter, with a high-energy personality and an ingrained sense of curiosity.

You will be responsible for leading strategic account management within your assigned accounts, encouraging repeat sales and recurring revenue. Managing executive-level relationships, driving overall account satisfaction, growth, and retention is part of your DNA. You should have a passion for quality, continued success and an interest in digital transformation. Focused on building long-term relationships that support our company’s strategic vision, you aren’t shy about expanding our footprint at an organization.

The successful candidate demonstrates professional and ethical conduct and will strive to earn client trust very quickly. This position may appeal to a recent graduate and / or an individual with some sales and customer service experience who wants exposure to a wide range of industries.

Key Areas of Responsibility

- Day to day Account Management; serve as a trusted partner to develop and own relationships with decision makers and key stakeholders.
- Develop a thorough business understanding of your accounts and be proactive in recommending solutions.
- Educate client base on new and emerging solutions
- Build strategic technology roadmaps with clients
- Present new Encore services and solutions across the business units in an account
- Communicate and deliver cloud-based solutions
- Meet or exceed assigned revenue targets

Desired Skills & Competencies

- Exceptional time management and organizational skills with an attention to detail

- Experience working with database or customer relationship management systems
- Outstanding communication skills both verbal and written
- Ability to multi-task and use sound judgment to prioritize activities
- Demonstrate a mature, professional demeanor and the ability to handle issues with tact
- Experience with Microsoft technologies and/or cloud solutions an asset
- Commitment to ongoing professional development and continuous learning
- Post-secondary degree or equivalent in business administration an asset
- Willing and able to travel; valid driver's license and passport are required.
- Must be legally entitled to work in Canada.
- Must be fluent in English – both verbal and written.

Please send your confidential résumé as a MS Word or PDF document to:
hr@encorebusiness.com, quoting the job number in the subject line of your email.

Furthering your success through the alignment of strategy, people, processes, and technology

We thank all applicants for their interest; however, only those candidates selected for subsequent interview will be contacted.