



Account Manager **Key Results Area (KRA)**

Project One Overview

Project One is a nationally recognized facilities maintenance company founded by a diverse group of industry professionals. We prioritize relationships and are committed to delivering exceptional service. As a trusted provider for major retailers, restaurants, and various concepts across the country, our foremost emphasis lies in customer satisfaction and the quality of our work. Project One specializes in handling emergencies, on-demand repairs, renovations, construction, and ongoing maintenance projects.

Role Overview

This role will report to the Director of Facilities.

The Account Manager is responsible for managing and nurturing client relationships to drive satisfaction and foster long-term collaboration. Acting as the primary point of contact, this role involves ensuring exceptional customer service, generating new sales opportunities, and encouraging repeat business. The Account Manager coordinates project completion, oversees invoicing and payment processes, and monitors account performance to meet key performance indicators. Successful candidates will demonstrate strong relationship-building and problem-solving skills in a fast-paced environment.

1. Client Relationship Management

What does winning look like: Establishing and nurturing strong relationships with clients leads to high satisfaction, loyalty, and repeat business.

What does it take:

- Serve as the primary point of contact for clients, addressing inquiries and needs promptly.
- Conduct regular follow-ups with clients to ensure they are satisfied with products and services.
- Utilize innovative strategies to enhance customer service experience.

2. Sales and Revenue Generation

What does winning look like: Increased sales through both new customer acquisition and repeat business from existing clients.

What does it take:

- Identify opportunities for upselling and cross-selling services/products to existing clients.
- Actively seek out new client prospects and maintain a pipeline of potential leads.
- Meet or exceed monthly sales targets by effectively promoting the company's offerings.

3. Account Management and Coordination

What does winning look like: Seamless management of client accounts in assigned regions to



ensure timely job completions and satisfaction.

What does it take:

- Effectively dispatch, schedule, and follow up with job and projects to ensure all jobs are completed accurately and on time.
- Coordinate with purchasing to meet client expectations related to product availability and delivery.
- Monitor subcontractor performance to ensure adherence to client standards and requirements.
- Vet and onboard new sub-contractors to meet client need in assigned region

4. **Financial Oversight and Reporting**

What does winning look like: Accurate invoices and timely payments enhance cash flow and maintain client trust.

What does it take:

- Monitor and upload all job-related expenses for client accounts to ensure accurate billing.
- Prepare and submit invoices promptly, addressing any payment delays professionally.
- Maintain accurate records of client payments and follow up on past due accounts to ensure timely resolution.

5. **Problem Resolution and Client Feedback**

What does winning look like: Effective handling of client complaints fosters trust and enhances satisfaction levels.

What does it take:

- Respond to and resolve client complaints or issues in a timely and professional manner.
- Report significant issues to leadership for further action and resolution.
- Actively seek and incorporate client feedback to improve services and relationships.

Equal Employment Opportunity

Project One is proud to be an Equal Employment Opportunity and Affirmative Action Employer.

We provide equal employment opportunities to all qualified applicants without regard to race, color, religion, sex, sexual orientation, gender identity, national origin, disability, veteran status, or any other protected classification. We strongly encourage all qualified individuals to apply.

If you require a reasonable accommodation during the application or hiring process due to a disability, please contact our Human Resources department at recruiting@myproject1.com.