

	<b>Strategic Account Manager</b>
Department:	Sales
Reports to:	Sr Director of Customer Success
FLSA Status:	Exempt
Job Grade:	
Last Revised:	February 2025

## JOB DESCRIPTION

# Strategic Account Manager

**POSITION SUMMARY:**

Responsible for driving revenue growth and increasing product adoption by developing and maintaining strong relationships with key customers and vendor partners. This role combines account management, program management, and technical project oversight to ensure customer satisfaction, retention, and expansion. The Strategic Account Manager serves as the primary point of contact for assigned accounts, proactively identifying opportunities to enhance value, optimize solutions, and drive long-term partnerships. A proactive leader and influencer who can anticipate our customer's needs, build strong relationships, knock down roadblocks and identify new opportunities to grow revenue and enhance the Authenticom Group of Companies Group of Companies brand will excel in this position.

**ESSENTIAL JOB FUNCTIONS:**

- Responsible for achieving or exceeding assigned revenue quotas through effective sales strategies and execution.
- Develop and maintain relationships with key stakeholders and executive sponsors within assigned vendor and/or OEM customer accounts.
- Identify opportunities for upselling and cross-selling additional products and services to maximize revenue growth.
- Conduct regular account reviews, including usage trends, billing analysis, and solution performance.
- Serve as the lead liaison between customers and internal teams to ensure client deliverables are met within SLAs.
- Oversee onboarding, training, and implementation of new vendor and/or OEM partnerships and additional programs.
- Facilitate customer decision-making by gathering insights, making data-driven recommendations, and adjusting program direction accordingly.
- Manage special customer requests, such as product enhancements, contract updates, and new solution launches.
- Accountable for minimizing customer churn within the assigned book of business by driving retention strategies and ensuring customer satisfaction.
- Build customer loyalty by conducting quarterly business reviews (QBRs) to discuss customer needs, performance metrics, and future initiatives.
- Work collaboratively with cross-functional teams, including sales, product, and customer support, to enhance the overall customer experience.
- Provide strategic guidance on product enhancements and communicate technical roadmaps to ensure alignment with customer needs.
- Track and analyze key account metrics, ensuring proper documentation in CRM systems.
- Ensure all major project deliverables meet quality standards and customer expectations.
- Stay informed about industry trends, competitive landscape, and product enhancements to serve as a knowledgeable advisor to clients.

### **OTHER JOB RESPONSIBILITIES:**

- Attend industry events, trade shows, and networking circuits to strengthen partnerships and drive new opportunities.
- Promote and maintain cross-departmental collaboration to improve internal efficiencies and customer service.
- Travel will be required as needed to pitch and close business with a focus on driving revenue growth.
- Perform other duties as assigned.

### **SUPERVISORY RESPONSIBILITIES:**

- None

### **COMPETENCIES:**

- |                       |                    |                        |
|-----------------------|--------------------|------------------------|
| ○ Communicativeness   | ○ Resilience       | ○ Technical Acumen     |
| ○ Sales & Negotiation | ○ Initiative/Drive | ○ Strategic Thinking   |
| ○ Time Management     | ○ Follow Through   | ○ Customer Orientation |

### **ROLE QUALIFICATIONS:**

#### **Education Requirements**

- Requires an Associate Degree from an accredited college or university with a major emphasis in Management or Sales; Bachelor's Degree Preferred.

#### **Experience Requirements\***

- A minimum of three (3) years in a professional role including sales, marketing, and account management
- \*Will consider other acceptable equivalent combination of experience and training

#### **Other Skills and Abilities**

- Work in fast-paced environment, sometimes making quick decisions.
- Ability to exercise sound judgment and resolve problems.
- Strong understanding of customer needs and requirements.
- High command of verbal and written communications.
- Ability to work with a large number of people and handle a variety of tasks.
- Ability to maintain confidentiality.

### **WORKING CONDITIONS:**

The physical environment requires the associate to work primarily inside, in temperature-controlled conditions.

### **EOE/ADA**

Authenticom Group of Companies Group of Companies is an Equal Opportunity Employer. In compliance with the Americans with Disabilities Act, Authenticom Group of Companies Group of Companies will provide reasonable accommodations to qualified individuals with disabilities and encourages both prospective and current associates to discuss potential accommodations with the employer.

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### **Acknowledgement**

This position description describes the general nature and level of work performed by associate assigned to this position and should not be interpreted as all-inclusive. It does not state or imply that these are the only duties and responsibilities assigned to the position. Associate may be required to perform other job-related duties.

This position description does not constitute an employment agreement between Authenticom Group of Companies and associate and is subject to change as the requirements of the position change.

I acknowledge that this job description is neither an employment contract nor a legal document.  
I have received, read, and understand the expectations for the successful performance of this job.

**Signed By:**

**Date:**

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