

Vendor Account Manager	
Department:	Sales
Reports to:	Manager of Customer Success
FLSA Status:	Exempt
Job Grade:	
Last Revised:	February 2025

JOB DESCRIPTION

Vendor Account Manager

POSITION SUMMARY:

Responsible for execution of the strategic sales plan by collaborating on existing business opportunities with the purpose of increasing revenue and product tie -ins with existing vendor partners. The Vendor Account Manager is responsible for overseeing the process of customer retention by building strong relationships with our current clients in the effort to build brand loyalty, upsell, and reduce churn.

ESSENTIAL JOB FUNCTIONS:

- Responsible for achieving or exceeding assigned revenue quotas through effective sales strategies and execution.
- Establish, develop, and maintain internal/external relationships to penetrate existing vendor accounts and minimize lost business to achieve profitable sales growth.
- Manage client relationships through liaising with other internal departments to ensure client deliverables are met within SLAs.
- Monitor vendor case statistics and escalate issues where required.
- Establish the vendor relationship through the technical onboarding and training of new vendors.
- Accountable for minimizing customer churn within the assigned book of business by driving retention strategies and ensuring customer satisfaction.
- Manage and conduct implementation plan reviews with clients to make solution adjustments, review billing, and solicit vendor feedback.
- Regularly monitor product usage and proactively contact vendors whose usage is declining to ensure health of the relationship.
- Build customer loyalty by contacting current vendors quarterly to review customer relationship status, case statistics, plans for the future, and upsell full suite of products.
- Illustrate product knowledge through all communication avenues and demonstrations to promote company products.
- Work closely with other members of sales team on strategic initiatives.
- Stay current with technical enhancements to advocate for upcoming product launches and updates to our current clients.
- Record all client information using a CRM database to maintain history of transactions and notes to build client profile.
- Review all major deliverables to ensure quality standards and vendor expectations are met.
- May attend as a vendor at tradeshow, industry events and participate in other networking circuits.

OTHER JOB RESPONSIBILITIES:

- Promote and maintain positive relationships.
- Build strong, trusting, cross-departmental relationships.

- Travel will be required as needed to pitch and close business with a focus on driving revenue growth.
- Other miscellaneous duties as assigned.

SUPERVISORY RESPONSIBILITIES:

- None

COMPETENCIES:

- Communicativeness
- Sales
- Time Management
- Resilience
- Initiative/Drive
- 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 Group of Companies is an Equal Opportunity Employer. In compliance with the Americans with Disabilities Act, Authenticom Group of Companies 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.

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 Group of Companies 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:
