

**JOB TITLE      Launch Coach and Account Manager**

**REPORTS TO     Marketing and Sales Director**

**PRINCIPLE FUNCTION**

The Account Manager is responsible for complete client (church partner) management and on-going relationship after a client project has been sold. Providing excellent customer service during the project handoff process and ongoing is a critical part of the role. In addition, the Account Manager is responsible for maintaining contact to past/current clients to encourage referral business as well as continued sales and support.

**ESSENTIAL DUTIES AND RESPONSIBILITIES**

**Post System Sale**

The Account Manager is responsible for making sure that the client has an excellent Delivery Training experience. This requires constant communication with the client throughout the production process. Including the following:

Maintain strong external relationships

- Work with Client to get information and forms completed in a timely manner.
- Provide weekly updates to clients on the status of their system.
- Alert Client of changes in product availability, production schedule, etc.
- Educate client on best practices for Delivery Training and beyond.
- Set clear expectations for the Delivery Training
- Manage inbound and outbound OFE
- Field all inbound calls for systems in production
- Provide clarification on system details including
  - Visualization Aid (What does “x” look like?)
  - Product Clarification (Do I have “x” in my system?)
  - Design Function. (Will I be able to “x” with my system?)

Maintain strong internal relationships

- Alert PCI Team members of Client driven changes that affect system Production.
- Support Consulting Team with client interaction when they are on the road.
- Alert Delivery Teams of all special circumstances prior to the Delivery.

**Post Delivery of System**

The Account Manager is responsible for a strong and positive church relationship on an on-going basis. This starts with resolving any extra needs or issues that arose on delivery and continues with continued pro-active and re-active support. This includes previous church partners as well as new and includes the following:

- Responsible for working on DCU (Delivery Cleanup) issues, after each weekend delivery.
- Generate & manage system upgrade sales with current client base. Upgrades include AVL, kids & community areas.
- Clearly communicate timelines on projects with clients and see them through from start to end.
- Utilize Social Media to connect with prospects, generate new leads and promote newly launched products.
- Handle warranty support needs or connecting church with the appropriate manufacturer.
- Must be able to communicate with project managers on timelines of system projects and Add-On Sales.
- Build long lasting relationships and trust with customer accounts through open communication and trust.
- Respond to incoming sales leads informing prospective clients of services and full spectrum of PCI & CBS offerings.
- Set deadlines for each church (partner) to ensure PCI / CBS has information needed to produce quick and organized results for all parties to complete the sale.
- Ensure client issues are dealt with in an efficient manner, escalating and / or informing the Sales Director of any issues that would inhibit meeting business objectives or maintaining client satisfaction.
- Update Salesforce regularly to ensure we have the most current information for all our clients and prospects.

**Skills Required**

- High relational capabilities
- Driven by detail
- Strong communicator
- Self-driven
- Ability to manage numerous projects
- ‘Magnetic’ personality
- Passion for client success.