

Key Account Manager

DCWV Acquisition Corporation is looking for an outstanding account Manager to develop long term relationships with our high end customers. This position is located on site here in Provo, Utah. We are a Home Decor, Paper Crafting and DIY Jewelry company.

We are looking for a Strong Account manager that has experience working with key accounts on the Wholesale Side.

You will be a liaison between customers and cross-functional internal teams to ensure the timely and successful delivery of our solutions according to customer needs.

Please visit our website: www.dcwv.com for more information on our products and company as a whole.

Some of our customers include Target, JoAnn's, Michaels, Hobby Lobby, Walmart, as well as International accounts.

Responsibilities:

- Operate as the lead point of contact for any and all matters specific to your customers.
- Build and maintain strong, long-lasting customer relationships.
- Develop a trusted advisor relationship with key customer stakeholders and executive sponsors.
- Ensure the timely and successful delivery of our solutions according to customer needs and objectives.
- Communicate clearly the progress of monthly/quarterly initiatives to internal team members.
- Forecast and track key account metrics.
- Identify and grow opportunities within territory and collaborate with sales teams to ensure growth attainment.
- Assist with high severity requests or issues as needed.

Requirements:

- Proven account management or other relevant experience.
- Demonstrated ability to communicate, present and influence credibly and effectively at all levels of the organization, including executive and C-level.

- Experience in delivering client-focused solutions based on customer needs.
- Proven ability to manage multiple projects at a time while paying strict attention to detail.
- Excellent listening, negotiation and presentation skills.
- Excellent verbal and written communications skills.
- Team Player.
- Great work ethic.
- BA/BS degree or equivalent.
- Excellent Microsoft Office. Highly skilled in Excel.
- Able to learn Company Software quickly.

We have a competitive benefit package: Health/Dental/Vision/FSA/ Paid Holidays and Paid Vacation

Job Type: Full-time

Required experience:

- Account Manager/ Customer Service: 4 years