



Relationship Manager

Job Description

Relationship Manager

Location:	Melbourne, Florida	Required Education:	Master Degree
Employment Type:	Full-Time Employee	Required Experience:	1 - 2 years
Line of Business:	Content Management, Business Process Management Solutions	Required Travel:	25%+ Travel
Contact Name:	Maggie Swiderski	Contact Phone:	321.242.7438
Contact Email:	employment@accent- technologies.com		

Accent Technologies is a specialized software and consulting firm headquartered in Melbourne, FL. We help our clients streamline key sales and marketing processes through automation technology and consulting. Our solution and services are used by many top Fortune 500 companies including several of the world's top financial, healthcare and sales and marketing firms.

Accent Technologies seeks a skilled relationship manager who is a good communicator, highly motivated, conscientious, energetic and loves to work in a dynamic, fast-paced environment.

Primary responsibilities involve establishing, cultivating and managing client relationships throughout the life cycle of the relationship to serve as a trusted business advisor and consultant. This includes working early in the relationship during the discovery process to determine whether Accent's solutions are a good fit for the client, managing project implementations and ongoing services aimed at improving the client firm business outcomes.

Key Responsibilities:

- Convey understanding of the client's situation and challenges, and the value Accent's solutions can provide, including documentation of project plan and goals, specific objectives expected, implementation progress, user adoption results, etc.
- Work internally with Accent team members to understand / help manage current projects
- Develop a detailed understanding of client processes and library configurations to become an extension of the client's business
- Clearly demonstrate the value of the solution and services to improve client relationships and grow account
- Identify and clearly articulate trends and future opportunities with client
- Develop and implement user adoption plans
- Manage client experience and expectations during project development and implementation
- Implement the retention and growth plan for clients including documenting, maintaining and executing the plan within Accent Technologies' process
- Strategically plan and meet with clients on a regularly basis, identifying trends within industry and roadmap opportunities

Qualifications:

- **Education and Experience:** Master's degree (*a plus*) coupled with several years' experience working with clients and managing expectations. Financial Service Industry knowledge and experience a plus.
- **Abilities:** Ability to visualize and communicate value effectively. This includes the ability to negotiate / influence opportunities, communicate / evaluate priorities, manage client

expectations, and present effectively (both documentation and delivery), identify problems, and solve problems creatively and efficiently.

- **Skills:** Strong collaboration, negotiating and listening skills. Strong expertise with Microsoft Office Suite
 - **Must** have excellent PowerPoint skills
 - **Must** have excellent communication and interpersonal skills
 - **Prefer** solid market research and selling skills

Other Characteristics: Technology savvy and strong business acumen. Conscientious, flexible, dedicated, and highly motivated, professional with a team-oriented attitude that is willing to work individually and collectively with other team members.

What We Offer:

Accent Technologies is an EEO Employer.

Accent Technologies offers a competitive compensation package. In addition, we offer a challenging and highly productive work environment that provides significant opportunity for personal growth and advancement. If you're looking for a dynamic and innovative environment, join us at Accent Technologies. We have a great team and offer the chance to help drive a market-leading software company to the next level.

For more information about Accent Technologies, please visit our website: www.accent-technologies.com