

Associate Account Manager

Summary:

The Associate Account Manager serves as a liaison between Pacxa and a targeted list of customers. The Associate Account Manager develops and maintains relationships by coordinating actions between customers and cross-functional internal teams to ensure timely and successful delivery of solutions according to customer needs. This position requires on-site work on O'ahu.

Duties:

- Operate as a primary point of contact for any and all matters specific to the customers.
- Build and maintain strong, long-lasting customer relationships.
- Develop a trusted advisor relationship with key accounts, customer stakeholders and executive sponsors.
- Ensure the timely and successful delivery of solutions according to customer needs and objectives.
- Communicate clearly the progress of on-going initiatives to internal and external stakeholders.
- Manage weekly client check-in.
- Manage and resolve all escalations regarding the client.
- Possesses a positive, service-oriented attitude towards agencies, clients, and employees within the company.

Education/Experience/Certifications:

- Bachelor's degree in a Business discipline; MIS or Marketing preferred.
- 1-2 years direct customer support preferred.
- Previous experience in the IT industry is highly desired.
- Equivalent combination of education and experience will be considered.
- Valid Hawai'i Driver's License and use of own vehicle required.

This position requires proof of vaccination. The Company requires that all employees be vaccinated or be approved for a medical or religious accommodation.

Pacxa is an Equal Opportunity Employer.