



Account Manager - Brivity VA

ROLE AND PURPOSE

The Account Manager, reporting to the Director of US Operations for Brivity VA, is responsible for maintaining client contact and facilitating interviews between virtual assistant candidates and clients of Brivity VA. The account manager is the post-sale point of contact for each client, maintaining a constant stream of communication leading up to the interviewing process, facilitating interviews, and prepping VAs and clients for launch after interviews are complete.

DUTIES AND RESPONSIBILITIES

- Drive customer satisfaction and reduce churn.
- Review proposed virtual assistant candidates in comparison with stated client needs
- Schedule and facilitate interviews between clients and VA candidates
- Keep sourcing team up-to-date on client/VA needs, interview results, and launch dates to ensure timely completion
- Support and train clients on hiring and interviewing best practices.
- Manage, organize, and update internal systems to track current client statuses
- Utilize phone and email for proactive client outreach.
- Consistent and timely follow-up with customers to ensure resolution, satisfaction and possible referrals for additional VA hires.
- Become a trusted advisor and resource for our clients and own their issue to completion.
- Perform all other Business Development duties as assigned.

SKILLS & COMPETENCIES

- Tech-savvy with a skill for learning web-based systems.
- Excellent written and verbal communication skills.
- Highly organized with extreme attention to detail.
- Ability to work independently and handle shifting priorities.
- Very motivated by a growth and coaching culture.

QUALIFICATIONS

- 2-4 years experience in Customer Service/Account Representative/Client Care
- Strong working knowledge of Google Apps and Microsoft Office applications.
- Experience working in real estate-related businesses or previous CRM experience preferred

POSITION TYPE AND EXPECTED HOURS OF WORK

This is a full-time position; typical workdays are Monday through Friday, some flexibility in hours is allowed. Salary DOE.

In compliance with federal law, all persons hired will be required to verify identity and eligibility to work in the United States and to complete the required employment eligibility verification document form upon hire. As a policy, the Ben Kinney Companies company does not sponsor employment visas.

BKCO, Inc is an Equal Employment Opportunity employer. All qualified candidates will receive consideration for employment without regard to race, color, religion, sex, or national origin.