



JOB POSTING

Position: Account Manager

Summary

To support our fast-growing business, we are pleased to add a new Account Manager position.

We are seeking a customer-centric, highly skilled Account Manager to make our clients feel valued and fully supported for a mutually successful business relationship with us. In this role, you will support our sales process as your duties include fostering positive client relations, ensuring each project's details are obtained and communicated, promptly handling customer questions, and obtaining post-sales client feedback and collections.

To be successful as an Account Manager, you must exhibit extensive experience in a similar role and demonstrate a client-oriented approach. A first-class Account Manager builds positive long-term business relationships by providing existing clients with individualized and professional support.

Responsibilities

- Ensure a positive and professional client services experience.
- Manage client inquiries via phone, email, online or in person.
- Following a sale, conduct introduction calls with clients to confirm billing details, work order details, paint colors, etc. Then schedule services, assign appropriate painters, and send scheduling confirmation emails.
- Create and update Field Maps/Diagrams for clients in our field service software, as well as communicate all job-related details to the painting team.
- Verify paint inventory and order specialty paint, stencils, and supplies as required for specific jobs.
- Close completed jobs in our system and send invoices for completed work.
- Resolve client questions and concerns in a timely manner.
- Complete post-job follow-up calls/emails ensuring customer satisfaction and execute a client referral/review program.
- Build positive client relations by checking in regularly and following up on active processes, ensuring referrals and ultimately renewal business for the sales team.
- Maintaining up-to-date client CRM records and documenting processes.
- Identifying potential client service concerns and facilitating proactive intervention steps.
- Other duties as assigned.

Requirements

- 2-3 years of experience in client services, sales, or a similar role.
- A bachelor's degree is preferred.
- Bilingual is preferred, English and Spanish speaking.
- Certification in customer relations, customer service, or similar would be advantageous.
- Computer skills - must be proficient with Microsoft Office, including Microsoft Word, Publisher and Excel, experience with Google Earth, as well as Google Workspace (Gmail, Drive, Calendar, etc.)
- Proficiency in CRM software, such as Jobber and HubSpot.
- Exceptional ability in providing professional, efficient, and friendly client services.
- Ability to coordinate with other departments on client-related matters.
- Advanced ability to provide technical assistance, resolve issues, and recommend improvements.
- Willingness and the ability to travel to client locations, when required, to meet with clients in-person, either individually, or with a member of our sales team.
- Excellent interpersonal and record keeping skills.



- Have a keen eye for detail.
- Excellent verbal and written communication skills.
- A professional and friendly demeanor.

Work Hours & Benefits. This is a full-time role that is currently remote. The compensation package includes an annual salary of \$45,000, plus the opportunity to earn quarterly bonuses totaling up to 10% of your salary annually based upon a percentage of returning business renewed for the upcoming season and year.

Account Managers are ultimately responsible for customer satisfaction. They will report to the owner and have a minimum of one weekly meeting (in-person or face-to-face) with the owner to ensure progress, learning and impact.

Account Manager Qualifications / Skills:

- Self-starter with ability to work independently and remotely.
- Excellent written and verbal communication skills
- Applied understanding of basic business and ethics principles
- Can demonstrate creative problem-solving skills.
- Eager to exceed expectations and contribute to a small but growing team.
- Understands the youth and HS sports landscape including soccer, football, lacrosse, field hockey, etc.

Apply

Email your resume to Scott Ely at scott@fieldlining.us. Include a cover letter as to why you're interested in this work and what makes you excited about our business.

Field Lining and Painting Services LLC

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