



Job Description

Strategic Account Manager, Account Services Department

Department: Account Services

Minimum Experience: 5-7 years in Meeting Industry preferred

Role Location: M&I Offices or Remote

Reports To: VP, Account Services

Education: College Degree or equivalent experience

Skill Requirements:

- Five years experience in travel industry, specifically in operations
- Two years experience in management
- Proven excellent communication skills – written and one-on-one
- Demonstrated track record of successfully managing multiple projects simultaneously
- Outstanding leadership abilities
- Customer service attitude
- Strong conflict resolution skills

Management Responsibilities

- Work with Manager, Meeting Services on the development, training and guidance of account team
- Work with Manager, Meeting Services to manage overall account group work flow/load according to individual competencies to avoid burnout and heavier than necessary travel schedules
- Develop a relationship with the client -based on open communication and trust
- Manage service level expectations of the client
- Communicate service expectations, needs and requirements to internal team
- Produce consistency across all functions with solid processes
- Provide pro-active training and monitoring of service
- Develop/manage SWOT analysis
- Work with Mgr, Mtg Svcs to maintain overall internal performance
- Analyze/improve systems and processes
- Work to streamline operational tasks and improve efficiency
- Create auditable standards w/documentation
- Develop account communication plan, communicate changes
- Prepare account reviews w/ input from necessary areas
- Train and develop account team members

Sales Responsibilities

- Identify, cultivate and sell additional M&I service opportunities
- Manage Account relations with key contacts, procurement, VIP's, auditors
- Expand/penetrate existing divisions
- Manage and qualify all new leads from existing account
- Responsible for program/proposal/budget development
- Network with decision makers/management as appropriate
- Manage profitability of account
- Create and submit proposals responding to customer requests
- Meet with key stakeholders to review time spent on projects, when necessary
- Promote M&I Performance Improvement programs or products
- Be thoroughly familiar and able to sell M&I's full services
- Develop and maintain strong and ethical customer relationships
- Gain knowledge of competitors' strengths and weaknesses
- Support fellow AMs on sales presentations, proposals, etc.
- Work closely with Sales team on appropriate leads

Corporate Responsibilities:

- Actively participate in all M&I company meetings
- Support all corporate goals and objectives
- Assist corporate management in identifying new marketing and operational opportunities
- Professionally represent the company in manner, speech, dress, ethics and politeness in all situations
- Exhibit respect and fairness to all clients, staff, coworkers, suppliers and management
- Demonstrate commitment to overall M&I success