

**Job Title:** Account Manager  
**Department:** Business Development  
**Reports To:** Global VP of BD  
**FLSA Status:** Exempt  
**Environment:** Drug Free Workplace

**Position Summary:**

The Account Manager will primarily focus on strengthening and deepening client relationships and overall account health, ensuring clients receive value from the services provided. Account Managers will be responsible for up-selling and cross-selling of additional service lines that align to both client and Renew objectives.

**Essential Duties and Responsibilities:****Client Relationship Management:**

- Act as the primary point of contact for clients
  - Foster strong relationships at multiple levels within the organization
  - Develop relationships with all identified buyer personas in key departments
- Ensure clients are satisfied and address any concerns or feedback
  - Address operational concerns - audits taking too long, lack of communication from planner or auditor, etc.
  - Address client concerns – known items, giving away issues without fair compensation, etc.
  - Monitor and communicate/presents overall audit/project progress, findings, program metrics, and corrective actions to clients (quarterly, but at least annually)
  - Create and develop account delivery plans, i.e. audit/project plans (at least annually)
- Assist operations with client roadblocks (e.g. delayed kick-offs, settlements, timely response to data and system access requests)
- Conduct regular check-ins and strategic discussions to understand evolving client needs (executive summary meetings)
- Responsible for gathering data and compiling presentations for client engagement meetings (including specified portions of status calls) while also leading and guiding these discussions
- Maintain regular onsite presence at clients' offices (i.e. quarterly visits)
- Assist Operations with escalating disputes to client sponsor when necessary
- Hosting and cultivating client relationships through high-level engagements, such as meals, charitable sponsorships, golf outings, concerts, and sporting events

**Account Strategy & Growth:**

- Develop strategic account plans that meet both client objectives and our revenue targets
- Work to expand scope of existing services (e.g. larger number of CC audits, expand SPR to cover international locations, etc.)
- Meet annual account growth targets established during annual planning cycles



## Account Manager Job Description

- Identify and propose additional services that align with the client's and Revenew's goals
- Monitor market trends to identify opportunities for growth

### **Contract & Financial Oversight:**

- Handle contract renewals, negotiations, and pricing discussions (with client and internally)
- Ensure accounts are profitable, managing forecasted revenue
- Address any billing issues, invoicing and ensure timely payment

### **Other**

- Facilitate regular collaboration with operations teams (PI, SPR, STR, Severance Tax, CC) to continually assess emerging opportunities and address ongoing challenges
- Responsible for status reports, executive summary materials, RFPs, presentations, etc.
- Perform CRM, marketing, social media and internal reporting duties, as assigned
- Leverage client relationship to get peer leads/referrals for the BD Hunters

### **Qualifications:**

#### **Education/Experience:**

- Bachelor's degree in Business Administration, Sales, or relevant field
- At least five (5) years of experience as an Account Manager, Key Account Manager, Sales Account Manager, or relevant role
- Demonstrated ability to communicate, present, and influence key stakeholders at all levels of an organization, including executive and C-Level sponsors
- Strong business acumen with a consultative approach to managing complex client relationships
- Proven track record of meeting and exceeding quotas and receiving positive customer feedback
- Adept at handling multiple account management projects simultaneously, while maintaining sharp attention to detail
- Proficient with common CRM software, such as HubSpot, ZoomInfo, LI Sales Navigator etc.

#### **Language Ability:**

Dynamic personality with exceptional communication, negotiation, and presentation skills while being an active listener.

#### **Computer Skills:**

Strong working knowledge of computers, Microsoft Office Suite, and applicable CRM tools.

#### **Traveling Demands:**

Travel is required and will depend on the geographical location of assigned clients. An average of 30-50% of time may be spent traveling to visit clients to perform the above-described roles and responsibilities. Company will reimburse for business-related travels as described in Revenew's Travel and Business Expense Guidelines.

**Compensation:**

Competitive base salary commensurate with experience and incentive bonus program, which is based on individual performance.

**Pre-engagement requirements:**

Revenew International is a Drug Free workplace. All employees and contractors are required to successfully complete background checks and drug tests as part of the pre-employment screening process and prior to starting work for the Company.

**E-Verify:**

Revenew participates in E-Verify and will provide the federal government with your Form I-9 information to confirm that you are authorized to work in the U.S. If E-Verify cannot confirm that you are authorized to work in the U.S., Revenew is required to give you written instructions and an opportunity to contact Department of Homeland Security (DHS) or Social Security Administration (SSA) so you can begin to resolve the issue before the employer can take any action against you, including terminating your employment. Employers can only use E-Verify once you have accepted a job offer and completed the Form I-9.

**Company Description:**

Revenew International is a professional services consulting firm specializing in five complementary services – Contract Compliance Reviews, Supplier Payment Reviews, Sales Tax Recovery, Severance Tax Consulting, and Performance Improvement engagements. Headquartered in Houston, TX, the company offers its services across North America. In its 25-year history, Revenew has successfully performed thousands of engagements throughout the U.S., generating more than two billion dollars (\$2B) in revenue, cost recovery, and cost reduction benefits for our clients.

*Financial Results \* Customer Service \* Employee Recognition \* Community Involvement \* Spiritual Development*

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*The above job description is not intended to be an all-inclusive list of duties and standards of the position. Incumbents will follow any other instructions, and perform any other related duties, as assigned.*

**Contact Information:**

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