

Job Title: Account Manager

Reports to: Marketing/Communication Manager

Department: Product Management and Marketing

Updated: October 4, 2016

Summary: The account manager serves as the primary liaison between REcolorado and real estate brokerages/offices. As the liaison, overall responsibilities include building and maintaining strong relationships with the brokerage leadership, promoting REcolorado products and services, engaging in proactive communications, predicting potential areas of concern, growing REcolorado membership, and answering customer questions. The account manager is responsible for keeping records and maintaining reports on all activities. Additionally, the account manager is responsible for leading special projects that grows brand awareness among real estate professionals and understanding of the value of REcolorado products and services.

Responsibilities:

- Proactively develop and maintain relationships with a portfolio of real estate brokerage accounts.
- Build relationships with brokerage leadership and managing brokers in an effort to understand their brokerage-specific business needs, establish business-related priorities, implement plans that achieve goals.
- Manage, support and service the account-related needs of large, established accounts, which includes providing ongoing communications, managing compliance, answering billing/collections questions, and promoting training.
- Serve as project manager and lead cross-functional teams for projects that promote awareness and adoption of REcolorado products and services and increase membership.
- Make presentations to groups of brokers in an effort to promote awareness, demonstrate value, and increase use of REcolorado products and services.
- Create and maintain accurate, accessible, and organized documentation using a customer relationship management system.
- Maintain product knowledge on MLS products, procedures, services and tools by attending departmental and training meetings on regular basis.
- Represent REcolorado at REALTOR association meetings, industry trade shows, sales presentations, brokerage events, and office meetings.
- Prepare materials and make presentations to brokers and large groups of real estate agents that provide information about REcolorado products and demonstrates use of those products.

- Provide feedback to marketing and product teams about possible enhancements to existing products and potential future products.
- Collaborate with Customer Care and Broker Services Ambassador to resolve issues and provide the highest quality customer service.

Desired Skills & Experience

- Bachelor's degree from four-year college or university
- At least 5 years related experience or equivalent combination of education and experience
- High degree of technical proficiency and the ability to deliver training on internal technology products
- Proficient in Microsoft Office Product Suite
- Valid driver's license in state of Colorado
- Strong work ethic
- Positive attitude and outgoing personality with the strong ability to build personal relationships
- Excellent verbal and written communication
- Strong communication, presentation, interpersonal and active-listening skills
- Successful in building customer relationships and ability to provide premier customer service

To apply send cover letter and resume to: dshipley@recolorado.com