

ACD Direct has an immediate opening for an **Account Executive** to join our team!

As an Account Executive, you'll be the virtual face of ACD Direct by becoming the primary point of contact while overseeing client relationships, their operations and partnering to become a solutions broker with our clients. Our Account Executives are known for fast response times, presenting solutions to issues and outlining how we can deepen our relationship.

The ideal candidate will have a strong attention to detail and a solid understanding of a work from home environment. Given the need to facilitate custom development requests on behalf of our clients, a technical background may help to improve success. Familiarity with Microsoft Office 365 is a must with a firm grasp of Excel. Our employees are exhilarated by challenges and know that no day is going to be the same.

A typical day for an Account Executive will entail communicating via phone, email and video conferencing. Analyzing reports to ensure our services are meeting the needs of our clients and offering solutions that can save time and/or money. You'll be working closely with the Contact Center, IT and Sales team to help our clients meet and exceed their goals. During major campaign times, work efforts will be heightened, but in the end, be rewarded with the knowledge that you helped take part in the client's success.

ACD is the premier provider of Contact Center Services providing support to Public Media, Non-Profit and a few Commercial clients. Our company is fast paced and always seeking innovative solutions to remain ahead of the curve as support channel needs shift.

Responsibilities:

- Present and sell company products and services to new and existing customers
- Prospect and contact potential customers
- Reach agreed upon sales targets by the deadline
- Resolve customer inquiries and complaints
- Set follow-up appointments to keep customers aware of latest developments
- Create sales material to present to customers

Qualifications:

- Previous experience in sales, customer service, or other related fields
- Familiarity with CRM platforms
- Ability to build rapport with clients
- Strong negotiation skills
- Deadline and detail-oriented

If you feel like you might a great fit, we encourage you to apply.

ACD Direct, Inc. is an equal opportunity employer. ACD does not discriminate in employment on the basis of race, color, religion, sex (including pregnancy and gender identity), national origin, political affiliation, sexual orientation, marital status, disability, genetic information, age, membership in an employee organization, retaliation, parental status, military service, or other non-merit factor.