POSITION
Account Director

REPORTS TO
Chief Sales Officer

ROLE DESCRIPTION
The Account Director plays a critical role in fueling Mortarr’s growth by leading the service team tasked with maintaining and growing existing client relationships through all account management activities as well as manage key accounts for strategic growth. This role is primarily focused on relationship management, revenue growth and client retention.

IDEAL CANDIDATE PROFILE
You are ready to lead and grow a team responsible for all account management activities including client onboarding, engagement and optimization of the Mortarr platform through ongoing interaction. You have the personality and problem-solving skills to define the path for your team to hit key revenue goals through cross + upsell opportunities and customer retention. You are able to take a strategic approach to understanding a client’s marketing challenges and differentiate Mortarr as the solution to achieve your team’s goals. You’re wired to provide exceptional service on a day-to-day basis to develop trusted relationships with key accounts. You can identify additional sales opportunities, gain industry knowledge and generate referrals & leads through client interaction. You will collaborate with internal teams including sales, marketing and product to drive client engagement and retention as well as serve as an advocate to Leadership for all things customer related.

SKILL SET
• Strong organizational skills with ability to set priorities, multi-task and meet deadlines
• High positivite energy and an approachable persona who wants to revolutionize an industry
• Hire, train, develop and manage a team of high-performing Account Managers
• Willingness and ability to collaborate with the Mortarr internal team to communicate client feedback including challenges as well as enhancement opportunities
• Demonstrate the ability to effectively communicate, present, and influence credibility at all levels, including executive and C-level.
• Polished professional demeanor, confidence and enthusiasm for the business
• Interest in learning and growth to meet the changing requirements of the business
• Potential to thrive in a fast-paced, high-volume, results-oriented, entrepreneurial environment
• Can analyze client engagement to increase utilization and adoption of the site
• Self-starter who will be hands-on, show initiative and take ownership of responsibilities
• Not afraid to have fun at work

DESIRED SKILLS & EXPERIENCE
Bachelor’s degree and 3+ years of account management or client service

BOTTOM LINE
You’re a polished professional with a strong combination of emotional intelligence and business sense who’s ready to foster client success.

CORE VALUES
Make it Happen: A great idea is nothing if it never sees the light of day. We can't just think it, or talk about it; we have to do it. No matter what stands in our way, we must find a way to get it done.

Pursue the Uncommon: Being average is not an option. To transform an entire industry, we have to be different. We must explore blue oceans, unchartered territory, pave ways not yet discovered. We must think big and do bigger.

Sweat the Details: Stick! Stick! Stick! Beauty isn’t in the details. It is the details. Always be mindful of the importance of everything we do because a collection of little things makes big things happen.

Ride the Tide: Dodge, dip, dive, and dodge. It’s best to avoid wrenches, but when they do come our way, we always make the best of the situation.

Mad Respect: No jerks allowed.
NEXT STEPS
Send your info to connect@mortarr.com to get started.