

## Account Manager\_Job Description

Froogle! We are currently seeking an Account Manager to help our customers be successful. We are a dynamic new economy company experiencing rapid growth. We care about the wellbeing of our customers and team members; and are looking for engaging people to help us.

### **What we do:**

We are an ordering and advertising platform. We use technology to build profitable revenue for small to midsize restaurant and hospitality partners.

### **Who we are / Core Values:**

Responsiveness: We value acting with a sense of urgency and being responsive to customer needs. Do it right. Do it now.

Hard-work: We thrive on competition and excel through hard-work.

Integrity: We value teamwork, honesty, fair play and the innovative spirit.

We aim to build an environment where individuals can grow, achieve and realize the best version of themselves.

### **Position Summary**

The Account Manager is the primary interface that is responsible for the continued growth and development of business relationships with current Froogle customers. They will provide support to current customers and be instrumental to helping our customers grow their business.

Product development support, customer service, customer retention, sales skills, follow-up and action planning are key elements of this position.

Position Responsibilities - Other duties may be assigned

- Welcome and help setup new customers
- Contact customers to review their business and ensure marketing items are in place.
  - Froogle App
  - Facebook
  - Verify/correct Google Listing
  - Set Schedule for updates & certification
- Resolve outstanding customer issues in a timely manor
  - Menu updates
  - Interaction with end-users and order issues
- Identify opportunities to increase customer profitability and drive company revenue.
- Work with other departments to deliver maximum customer retention, revenue and net profit.
- Renew existing subscriptions

Job Type: Full-time

Salary: \$30,000 - \$40,000 + Bonus

#### Requirements:

- Must have valid driver's license, own car and be able to pass a criminal background check.
- High School diploma. Associates or Bachelors degree desired but not required.
- Experience in hospitality or beverage industry a plus.