



## Account Manager

### Why Springbrook:

Springbrook Software is the leader in cloud-based ERP and payments software for local municipal governments and special districts. For over 30 years, Springbrook has set the industry standard for how for how small and medium sized municipalities and utility districts operate with high efficiency, economy, and security. More than 1,000 cities, towns, and districts from coast to coast use our suite of modern, high-performance solutions to manage their finances, payroll, and utility billing. We believe in a citizen-centric government that empowers its community with financial transparency, efficiency, and a seamless payment experience.

We offer employees a culture that emphasizes performance, productivity, and collaboration. You will be empowered and engaged working with like-minded individuals who are driven and passionate about contributing to a market-leading software organization with proven technology.

While we are busy changing the world, we also strongly believe in having fun and excitement at work as well as encourage a collaborative and healthy work-life balance.

If you are motivated by the idea of delivering on the promise of solving for a new era of more efficient, open, and innovative governance, then we'd love to hear from you.

### Where You Fit:

Springbrook is currently seeking an **Account Manager** based in our Portland office.

The ideal candidate is experienced at maintaining and growing the investments of Enterprise Accounts within a specific territory or named accounts. The Account Manager will be responsible for maintaining and growing existing client relationships by ensuring customer success and developing a roadmap for growth. The Account Manager will be based in Springbrook's Portland Office and will be responsible for selling Springbrook's subscription software, perpetual licenses, software renewals and professional services. Business will principally be conducted in the Portland office and this position requires minimal, 20% or less, travel.

Activities include assisting with direct marketing and lead generation campaigns, assisting with account collection and renewals, managing sales efforts, prospecting, lead follow-up, preparation of budgetary estimates, preparation of proposals, contract negotiations, and contract closures as well as actively documenting these activities within Salesforce.com. The ideal candidate must also understand project delivery and actively participate at a high-level if needed. The Account Manager will be expected to facilitate customer interactions with all departments within Springbrook.

### Responsibilities:

- Achieve quarterly and annual booking targets
- Identify and build relationships with key decision makers in existing client organizations
- Speak with customers on a regular basis to address their needs and grow the business
- Conduct business meetings via telephone and web conference
- Develop an understanding of business issues and opportunities to deliver high-impact solutions and manage the client roadmap



- Create strong customer loyalty and demand within accounts
- Maintain and grow revenue from existing clients by selling and cross-selling our solutions into new departments
- Lead and contribute to RFP responses
- Lead the development of account plans and manage periodic account reviews
- Manage an existing account and continue to build pipeline
- Maintain CRM database (Salesforce) with accurate customer information
- Coordinate sales activities across many lines of business such as support, delivery, and finance
- Ability to accurately forecast opportunities for a rolling 12-month cycle
- Facilitate discussions internally and externally relative to customer coordination
- Provide proactive customer communication on product roadmap, delivery, and support initiatives
- Support Regional and National User Group meetings

#### Required Qualifications:

- Track record of consistently meeting or exceeding quota
- 2-4 years of inside sales experience selling enterprise wide solutions (both software and services) to local government agencies or the private sector
- Strong interpersonal communication skills and ability to achieve set goals and deadlines
- Understanding of project delivery and coordination with delivery teams
- Strong prospecting skills
- Time Management (coordinate Monthly Check-ins, Quarterly Health Checks, Annual Account Reviews)
- Outstanding interpersonal communication skills
- A bachelor's degree in a relevant field of study

#### Desired Qualifications:

- Industry domain knowledge
- Familiarity with government sales cycles

**We offer competitive salaries and excellent benefits**

**Springbrook is an Equal Opportunity Employer**