

Ancero helps businesses stay connected as their full-service, communications partner. Our award-winning Managed IT & Managed Communications provide small-to-medium-sized businesses technology solutions to drive growth, agility and productivity. Founded in 1999, Ancero translates decades of industry experience into innovative solutions that ensure operational excellence for businesses throughout the Northeast. As a family owned and operated business, Ancero takes pride in providing superior quality of service while exceeding customer expectations.

## **Position Title: Client Services Manager**

### **Position Summary**

The Client Services Manager is the liaison between the Ancero technology organization and the customer. This person is responsible for the proactive management of an established base of assigned Ancero clients, promoting revenue growth, client retention, and overall customer satisfaction. The ability to thrive in a fast paced environment is crucial to the success of the Client Services Manager. In this position, the Client Services Manager must have an ability to understand the big picture and successfully position solution strategies, product demonstrations, and presentations appropriately. This person must be a team player with the ability to work successfully with internal resources to achieve positive results. Outside sales or previous account management experience is required. A background in the IT or telecommunications industry is a plus.

### **Responsibilities**

- Ensure ongoing customer satisfaction with Ancero provided services
- Establish and foster relationships with assigned client base
- Introduce new product offerings that bring value to the client, as warranted
- Quickly master the service offerings of Ancero such as Managed Services, VoIP, and Backup Services
- Build new revenue within account base through sale of complimentary services
- Work with internal resources to help resolve client concerns in a timely fashion to help maintain the highest level of customer satisfaction
- Continue to develop knowledge of new technologies and selling points related to the Ancero service offerings
- Acquire and maintain industry knowledge related to general trends, emerging technologies, and competitors
- Data gather, process orders or changes for carrier services, and train VoIP services
- Other duties as assigned

## Position Qualifications

- Bachelor degree
- Minimum of 3 – 5 years of account management or outside sales experience
- Strong desire to overachieve with the ability to multi-task
- Able to develop and maintain strong relationship with client base
- Proven ability to listen, extrapolate information, and leverage resources to effectively provide solutions to meet customer/prospect needs
- Excellent communication (verbal and written) and presentation skills
- Demonstrated ability to communicate at all levels of an organization
- Experience in managing internal resources necessary to support customer or prospect needs and concerns as they arise
- Must be organized with the ability to effectively prioritize and execute tasks in a high-pressure environment, effectively use time and resources, and manage high levels of internal/external correspondence
- Strong computer skills with experience using the MS Office Suite and the ability to learn a Customer Relationship Management (CRM) system to generate reports, correspondence, and manage sales activity

Consider joining a growing organization with a solid reputation as a leader in the managed services and communications industry. Ancero offers a rich benefits package, competitive wages, and opportunity for career growth all within a fun, energetic and fast paced environment. Our state of the art network operations facility offers all the latest technology needs for your productivity. Qualified applicants should submit your resume to [hr@ancero.com](mailto:hr@ancero.com).