



ACCOUNT MANAGER - TORONTO

We are currently seeking an **Account Manager** to join our team. Reporting to the Director of Sales, the **Account Manager** will play an integral role in the continued growth of our business. An **Account Manager's** responsibility is to cultivate and manage relationships, educate end users, and work in concert with the Operations, Marketing, and Technical Services departments. The candidate must demonstrate professionalism and superior interpersonal skills to enhance our customer relationships. This is an excellent opportunity to join our dynamic, entrepreneurial culture.

ABOUT US

Founded in 1996, **SERVOMAX** has quickly become a major operator in the office coffee and pantry services industry throughout Canada. Our mission is to combine our entrepreneurial culture and our passion, to stay abreast of market trends and deliver a superior customer experience. **SERVOMAX** offers the highest quality products and services by leveraging sophisticated equipment and reputable brands, including Nespresso, Illy, Lavazza, and Starbucks. Recognizing the rise of specialty coffees, we have also developed strategic partnerships with numerous local roasters across the country. Since 2013, **SERVOMAX** has ranked as one of Canada's Fastest-Growing Companies in the Growth 500 list. Joining us in our journey is a great opportunity for your professional growth.

RESPONSIBILITIES

- Build and maintain strong and enduring customer relationships
- Serve as the lead point of contact for an assigned portfolio of clients
- Generate sales among client accounts, including upselling and cross-selling
- Execute and renew contracts
- Liaise with cross-functional internal teams (including Operations, Technical Services, and Marketing) to ensure consistent service
- Prepare business reviews and sales reports
- Update client activities in the CRM database
- Seek out new clients

REQUIREMENTS

- Bachelor's degree in a related field
- A minimum of 3 to 7 years of relevant work experience
- Excellent listening, negotiation, and presentation skills
- Ability to perform under pressure and resolve client issues in a timely manner
- Ability to work autonomously
- Excellent planning and organizational skills
- Strong verbal and written communications skills
- Proficiency in all MS Office applications and CRM software

Interested candidates can submit their resumes to: emplois@servomax.com

We thank all applicants for their interest, but only selected candidates will be contacted.