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# Customer Account Manager

Thornhill Ontario

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The position is located in Thornhill. The **Customer Account Manager** is expected to work on connecting with customers that are interested in improving their business through software. The individual must maintain a high level of product and service knowledge in relation to BAASS. They are responsible for providing prompt, courteous and knowledgeable service to clients. The individual must be able to work both independently and in team environment as our internal business processes encourage various departments to interact and problem solve together.

## Responsibilities

- Maintain a high level of service to existing customers
- Inquire about referrals from customers Business development - creating opportunity, managing pursuits, closing deals.
- Understanding all of the software and services provided by BAASS to ensure that you can address customer requirements or concerns
- Lead discovery meetings to extract a potential client requests
- Ability to sell to existing leads from marketing related activities
- Solicit and forward sales agreements to the Sales Manager for approval and acceptance
- Attend scheduled meetings with reporting manager and ensure the calendar is booked to reflect all assigned tasks
- Maintain a professional appearance, demeanor and attitude at all times
- Ability to attend and conduct presentations
- Frequent car travel to customer site

## Qualifications

- Knowledge of Sage Software products preferred
- At least 2 years of sales experience with ERP and/or CRM
- Willingness to work within a flexible and collaborative team environment
- Microsoft Office: Word, Excel, Powerpoint and Outlook
- Strong written and verbal communication
- Strong listening skills to obtain maximum information from clients
- Ability to maintain
- Strong organizational skills - timesheets and expenses completed in a timely manner, communications on schedule to prospects and clients
- Ability to multitask and prioritize while remaining focused and organized
- Ability to travel: 20%
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Please send all applications to [hrsupport@baass.com](mailto:hrsupport@baass.com)