



ParcelShield seeks an Account Executive

Overview

The Account Executive oversees projects and business relationships with assigned accounts while exceeding customer's expectations. Key responsibilities include coordinating and managing excellence in service delivery, anticipating growth opportunities, articulation of value, delivery of proactive key-insights, building strong client relationships, ensuring client satisfaction in helping solve their business problems with a principal objective to drive strategic growth of sustainable, profitable revenue.

Duties and Responsibilities

- Ensure exceptional client retention, growth and overall satisfaction with services, solutions and products provided by ParcelShield. Ensure that each engagement meets or exceeds the client's expectations, its impact is quantified, understood, and made visible within the client organization.
- Manage and prioritize all opportunities to enhance client relationships and accelerate the decision-making process that will grow revenue through increased utilization and additional product adoption.
- Develop and present compelling business cases to senior executives of client companies; consultatively identify and confirm the issues and problems that clients are facing and construct a unique, compelling value proposition that is ROI/performance-based for each client and solves their pain and is based upon the ParcelShield unique competitive advantage, core competencies and focus on client satisfaction.
- Focus on all aspects of client growth, relationship development, financial integrity, and quality delivery and execution of all engagements that drive organic growth, help align strategic partnership and strong relationships within the account.
- Establish relationships with internal teams across sales, operations, technology, product, and marketing leadership to ensure cross-functional alignment at scale. Partner with product leaders to provide client driven feedback and direction to build products that meet client needs.
- Create meaningful relationships throughout assigned accounts including procurement, operations and executive leadership
- Proactively plan and prepare for client partner reviews/QBR's, compiling account reporting including presentation and data analysis to provide data insights and trends. Utilize key metrics to identify ways to recognize and capitalize on opportunities within accounts.

Skills/Abilities/Competencies

- Demonstrated success in building relationship with clients that exceeds their expectations and results in high level of client satisfaction, retention and expansion of products and services with the account.
- Impeccable service ethic characterized by high energy, a positive attitude and the desire to go "the extra mile" for both clients and teammates.
- Proven success in organic and new business development in addition to growing current client relationship by increasing utilization of products and adoption of new products and solutions.



ParcelShield Holdings, LLC.
Human Resources
Danville, IL 61832
hr@parcelshield.com

- Strong empathy for clients and passion for revenue and growth. Competent at creating, building and maintaining relationships. Must possess strong problem solving and consensus building skills.
- Sound judgment in setting client expectations and managing sensitive client situations.
- Creative idea generator with the confidence and persuasiveness required to sell innovative ideas. Demonstrates a passionate, entrepreneurial desire to drive an organization to greater levels of success.

Education and Experience

- BS/BA degree in relevant field or equivalent combination of education and experience required
- 5+ years' experience in an account management, client management, customer experience or sales executive role, managing and growing a book of business with a portfolio of multiple products and services.
- Specialty pharmacy, healthcare, logistics, technology solutions industry knowledge preferred

Application Requirements

Send resume to HR@parcelshield.com and visit our website at www.parcelshield.com