

**Title:** Account Executive (Coordinator)

**Location:** Remote

**Department:** SEO Team

**Reports To:** SEO Manager

**FLSA Status:** Non-Exempt



**Approval Date:**

**By:**

**Position Summary:**

The Account Executive is responsible for building and maintaining positive working relationships with our clients. Additional responsibilities include gathering and interpreting Search Engine Optimization (SEO) data for use in discussions with clients during Quarterly Business Reviews (QBR), fielding and overcoming customer inquiries, serving as the first point of escalation for clients expressing concerns, as well as other related duties as assigned.

**Essential Responsibilities/Duties:**

**Communication**

- Owns post-sale customer journey by effectively communicating with clients to ensure customer satisfaction
- Effectively communicate with fulfillment team to ensure client needs are met
- Connect with clients through their preferred method of communication when necessary and at regular intervals
- Proactively reach out to clients to ensure their needs are being met

**Quarterly Business Reviews (QBRs)**

- Gather necessary data/information surrounding campaign results to present to client
- Conduct calls with clients to present campaign performance
- Gauge client level of satisfaction
- Document pertinent notes from calls and distribute them to fulfillment staff
- Ensure customer needs are met and expectations are aligned

**Other Responsibilities/Duties**

- Rightsizing products and services (upselling & downgrading when appropriate)
- Selling add-on products when appropriate
- Informing direct manager of improvements to processes that need to be implemented

**Qualifications, Skills, and Abilities Required:**

- A minimum of one year of experience in Search Engine Optimization (SEO)
- Strong verbal and written communication skills
- A proven passion for retaining clients and delivering a superior customer experience
- Basic computer literacy, including Google Suite and Microsoft Suite
- Highly detail-oriented, accurate, and efficient
- Positive and dynamic team player

**Physical Requirements:**

The Account Executive works in an office environment and frequently sits at a desk, uses finger and hand dexterity, visual acuity, and verbal and written communication in the course of work.