



# INTRINSIC EXECUTIVE SEARCH

## **“Strategic Account Manager Ecommerce Fulfillment and Logistics”**

### **Location: Open-remote**

With over 5,000+ clients including Peapod, Macy’s, Best Buy, Walgreens, Plated, FreshDirect and Target, our client is the undisputed leader for last mile Ecommerce. Crowd-funded firm that has grown to be backed by some of the largest logistics firms in the world, they are riding a wave of success serving the ever-expanding array of products sold online. Firm is on pace to double revenues in North America in 2019 and is adding its first Strategic Account Manager to work with key clients in fully realizing the potential of the solutions in building their businesses and providing the fastest growing “must have” capability in customer service. This is a stellar opportunity to join a late stage startup that both the leader and innovator in last mile delivery. They are seeing dynamic professionals who see possibilities in all they do, with innovation as a calling.

### **Role:**

- Grow the client revenue stream through the use of the solution with existing national enterprise customers. In the U.S.
- Foster and secure exceptional relationships within all customer accounts
- Drive all contract renewals
- Create individualized account strategies and tactical plans to expand existing business and increase the efficiency and profitability of those accounts.
- Conduct QBRs with clients to properly manage expectations and increase communication channels to introduce new features and solutions offerings
- Gather client feedback and use case to ensure their engagement and sponsorship of the product roadmap

### **Skills Required**

- 5 years of complex sales or account management experience in B2B environments with sound knowledge of supply chain, transportation management, order management, ecommerce enterprise and/or SaaS solutions
- Proven track record of growing a customer base and consistently exceeding revenue targets and company goals
- Capable of operating at a high-performance level without significant oversight from management and being resourceful about acquiring necessary knowledge on their own.
- Experience working cross-departmentally (with sales, product, engineering) to serve the needs of
- Customer-focused mentality and enthusiasm for building strong relationships onboarding, feature adoption, technical questions, and problem-solving.
- Strong personal initiative, excellent judgment and sense of humor.

**Apply to Darrell Rosenstein, [ddr@intrinsic-search.com](mailto:ddr@intrinsic-search.com)**