



Account Manager

Location: Home Office - USA

Job #: 123

KANA, the leader in software solutions for customer service, helps the world's best known brands master their service experience. KANA's Service Experience Management solution, a unique combination of business process, case and knowledge management, allows companies to control every step within each customer interaction to deliver the ideal service experience. Lagan Technologies, a part of KANA, powers over 200 government agencies worldwide serving 60 million citizens a year.

Together, our clients report double-digit increases in customer satisfaction and increased revenue growth while reducing contact center costs by an average of 20 percent.

Our award-winning solutions are proven in hundreds of companies worldwide, including approximately half of the world's largest fortune 100 companies!

If you are interested in starting a progressive and gratifying career with a company that is charting new territory and going through phenomenal growth then KANA/Lagan is the place for you! You will have the opportunity to work hand-in-hand with the world's best-known brands and industry thought leaders to shape the future of customer service solutions while enjoying a flexible, collaborative and a stimulating work environment that will keep you engaged.

As an Account Manager you will join an effective, results oriented sales organization. Primarily focus will be new existing accounts and account expansion within an *established geographic territory*.

It's expected that the right candidate will have a deep understanding of the enterprise software market place, effective knowledge about go-to-market strategies for BPM, workflow management systems and domain expertise. The Account Manager serves as the primary business contact for the client and is responsible for client satisfaction. The AM is expected to consistently provide excellent customer service to accounts, as well as represent client needs and goals within the organization to ensure quality. In addition, the AM will should build relationships with clients to encourage new and repeat business opportunities

Critical Attributes:

- Extremely detail oriented
- Motivated, goal oriented, persistent and a skilled negotiator
- High level of initiative and work well in a team environment
- Handles stressful situations and deadline pressures well
- Highly customer focused
- Strong leadership qualities both with customers and employees
- Highly efficient
- Ability to set policies, but remain flexible when customer conditions require

Experience:

- Proven Account Management skills required in order to create, maintain and enhance customer relationships
- Minimum 5 years as a strategic and tactical Sales Staff member

Travel: 25-35% Domestic & International

Office Location: KANA/Lagan's UK headquarters is located in Belfast, NI and there are office locations in Maidenhead, UK and Limerick, Ireland. UK location is flexible and KANA/Lagan provides a generous home office arrangement if applicable.

KANA offers a highly competitive total rewards compensation and benefits package including a very competitive commission program. Interested parties encouraged to apply by sending their updated resume/CV via email: to career@kana.com EOE