

## **Account Services Leader**

Crowe Paradis & Albren, the fastest growing Social Security and Medicare benefit advocacy firm in the United States, is seeking an experienced Account Services Leader to join our team. As the Account Services Leader, you will have the significant responsibility of leading the team of current Account Services Representatives and Administrators. Tasked with retaining and growing our existing base of Client Referral Partners, your ability to successfully coach and mentor your team while providing substantial metrics for evaluating team performance will make a considerable impact on the organization. Due to the significant nature of this position during this time of tremendous growth, only candidates who have proven leadership ability and have an incredible track record will be considered.

This position is located near Boston, MA and requires less than 10% travel.

### **Responsibilities:**

- \* Manage the existing Client/Account Services Representatives and Administrators
- \* Establish KPIs to help map the team's success and performance
- \* Plan, organize and implement customer retention and growth strategies
- \* Exceed goals for growing existing client referral partner relationships
- \* Implement a CRM system and hold team members accountable for using it religiously
- \* Establish and execute a sales plan that will outline methods for growing new accounts, existing clients, as well as maintaining existing partner clients
- \* Work with the team to determine the business challenges, practices, needs and requirements of clients to uncover needs and opportunities

### **Requirements:**

- \* 10+ years in an Account Services, Client Services or a Channel Sales role, with at least 7 of those years in a Team Leadership capacity; preference given to those with remote team management experience
- \* Track record of Client Services leadership that has improved retention of clients and expansion of existing clients
- \* Expert-level knowledge of CRM systems, such as Salesforce or Goldmine
- \* Ability to work with Executive Leadership to establish an executable sales plan
- \* Knowledge of establishing KPIs and effectively implementing measurements for managing team performance through those KPIs

To be considered, please send your resume, as well as compensation history, in a MS Word or PDF format to our recruiting team at [careers@croweparadis.com](mailto:careers@croweparadis.com) with the position title in the subject line. Qualified candidates will be responded to as quickly as possible.

**No phone calls please.**

Please note: Applicants for employment in the U.S. must possess work authorization that does not require sponsorship for a visa now or in the future.