



134 N. LaSalle St, Suite 220, Chicago, IL 60602
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Position: Supervisor, Account Representative Team

Job Description and Duties: The Supervisor, Account Representative Team will be responsible for the supervision and smooth operation of an account management team, while overseeing the retention and growth of a book of direct accounts. The tasks will include, but not be limited to:

- Oversee the growth and retention of all small book partner and direct client accounts;
- Monitoring of outcome metrics as well as program management objectives and targets;
- Focus on training, continuous learning and ensuring that best practices are followed;
- Review all accounts within the small business book ensuring timely delivery of statistical reports and client communication.

Qualifications:

2-5 years of experience in a relevant sales, account management and/or client service position is required;

1-3 years of experience in a supervisory or managerial role is required;

Proven conflict resolutions and problem solving skills, and the ability to train, develop and motivate staff;

Ability to handle change and to work in a high stress and fast paced/time environment is a must;

Ability to work well independently and with autonomy, while acting as a strong team player is a must.

Education: Bachelor's Degree in a related field preferred

Send Cover Letter and Resume to: Thania Cadet- tcadet@morneaushepell.com