



JOB DESCRIPTION

Job Title: Account Manager

Department: Sales & Marketing

Reports To: Sales Manager

FLSA Status: Exempt

Position Summary: The Account Manager drives revenue growth by managing the full lifecycle of merchant acquisition, activation, and expansion. This role blends proactive outbound sales activity with strategic account management, ensuring merchants receive high-value guidance, exceptional service, and seamless access to the company's payment solutions. This position partners cross-functional teams to deliver a frictionless experience from initial outreach through activation, retention, and long-term revenue optimization.

Must be comfortable working in a fast-paced environment and have the ability to resolve complex inquiries. Possess deep knowledge and understanding of industry concepts, practices, procedures, and guidelines. Perform a variety of tasks and report to a leader. Must be sensitive to confidential matters.

Essential Duties and Responsibilities: To perform this job successfully, an individual must be able to perform the following satisfactorily; other duties may be assigned. Reasonable accommodation may be made to enable individuals with disabilities to perform essential functions.

- Own the full sales cycle for assigned accounts, including lead generation, prospect outreach, cold calls, discovery sessions, and qualification of new opportunities.
- Conduct product demos and pitch meetings, clearly communicating capabilities, pricing, and competitive advantages.
- Prepare proposals, RFP responses, and tailored solution recommendations that address merchant requirements and drive conversion.
- Shepherd new accounts through evaluation, underwriting, onboarding, and activation, ensuring smooth handoff and rapid go-live.
- Execute outbound and inbound sales activities to build pipeline, accelerate deals, and support demand-generation initiatives. Travel may be required based on business needs.
- Collaborate with internal departments (Marketing, Compliance, Dev/IT) to align messaging, address technical needs, and deliver compliant customer-focused solutions.



- Monitor market trends, competitor offerings, and industry shifts to identify new revenue opportunities and refine sales strategies.
- Conduct ongoing account reviews and performance analysis to identify areas for optimization, upsell, cross-sell, and retention.
- Stay current on compliance, legal, and technical requirements within the payments ecosystem to ensure accurate guidance to merchants.
- Perform a variety of tasks and provide support as needed.

Competencies: To perform the job successfully, an individual should demonstrate the following.

- **Strong Communication and Interpersonal Skills:** Effectively communicate with internal and external stakeholders, building trust and rapport.
- **Strategic Thinking and Problem-Solving:** Ability to develop and execute strategic plans, identify and address challenges, and make data-driven decisions.
- **Innovation:** Displays original thinking and creativity; meets challenges with resourcefulness; generates suggestions for improving work; develops innovative approaches and ideas; presents ideas and information in a manner that gets others' attention
- **Technical Understanding:** Ability to understand technology solutions, market dynamics, and competitive landscapes.
- **Business Acumen:** Understands business implications of decisions; displays orientation to profitability; demonstrates knowledge of market and competition; aligns work with strategic goals
- **Team work:** Balances team and individual responsibilities; exhibits objectivity and openness to others' views; gives and welcomes feedback; contributes to building a positive team spirit; puts success of team above own interests; able to build morale and group commitments to goal and objectives; supports everyone's efforts to succeed; recognizes accomplishments to other team members

Qualifications: To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements below represent knowledge, skills, and/or abilities. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Education/Experience: Bachelor's degree (B.A.) from a four-year college or university; or one to seven years related experience and/or training; or equivalent combination of education and experience. Experience in payment processing, merchant services, and/or financial technology required.

Language Ability: Ability to read, analyze, and interpret the most complex documents. Ability



to respond effectively to the most sensitive inquiries or complaints. Ability to write speeches and articles using original or innovative techniques or style. Ability to make compelling and persuasive speeches and presentations on controversial or complex topics to top management, public groups, and/or boards of directors.

Math Ability: Ability to calculate figures and amounts such as discounts, interest, commissions, proportions, percentages, area, circumference, and volume.

Computer Skills: To perform this job successfully, an individual should have knowledge of Word processing, Internet software, spreadsheets, e-mail, and CRM.

Certifications or Licenses: None

Supervisory Responsibilities: None

Physical Demands: The physical demands described here are representative of those that an employee must meet to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform these functions. While performing the duties of this job, the employee is frequently required to stand and walk. The employee is occasionally required to talk or hear. The employee must be able to lift and/or move up to 10 pounds occasionally. Specific vision requirements include close vision.

Work Environment: The work environment characteristics described here represent those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The noise level in the work environment is usually moderate.

The above job description is not intended to be an all-inclusive list of duties and standards of the position. Incumbents will follow any other instructions and perform any other related duties, as assigned by their supervisor.