Account Management Coordinator

Description

Job Title: Account Management Coordinator Job Location: Remote, India Department: Sales Acquia empowers the world�s most ambitious brands to create digital customer experiences that matter. With open source Drupal at its core, the Acquia Digital Experience Platform (DXP) enables marketers, developers, and IT operations teams at thousands of global organizations to rapidly compose and deploy digital products and services that engage customers, enhance conversions, and help businesses stand out. Headquartered in the U.S., Acquia has been named a top software company by The Software Report and rated a leader by the analyst community. Acquia�s India office is a Great Place to Work certified organization. We are Acquia. We are building for the future and we want you to be a part of it! About The Team: The Account Management Coordinator role lives within the Sales Department here at Acquia. You will be working with Sales Representatives, Account Managers, and Customer Success Managers. You will be responsible for managing tasks through a ticketing system on a daily basis and will be a critical part of a team focusing on managing the operational backend of the customer lifecycle. As the Account Management Coordinator, you will�¦ Support Account Manager�s in the process of onboarding, renewal, upsell and cross-sell efforts Contribution to quarterly business review preparation Review and validate contract entitlements for renewals Provision and handle customer entitlements through new purchases and contract renewals Customer consumption tracking, reporting, and billing coordination Management of infrastructure change process �� including scheduling, coordination, tracking, & billing in conjunction with other teams at Acquia Management of emergency upsize process to ensure customer success Working closely with Support and Operations teams to coordinate efforts to ensure customer success Work cross-functionally with Solutions Engineers, Sales, Finance and Legal to process requests quickly and efficiently Support automation efforts and identify process efficiencies What you�ll need to be successful�¦ 0-2 years of experience Bachelor's degree preferred Customer service oriented with a great teammate mentality and cross-group teamwork skills Detail oriented with strong organizational skills, follow-through, & high level of accountability Strong written and verbal communication skills Ability to prioritize multiple systems and administration at once Ability to work effectively within a dynamic, fast paced and constantly evolving environment Should be comfortable working in 9am-5pm IST hours. Understanding of any ticketing system like Jira or salesforce is nice to have. Acquia is an equal opportunity (EEO) employer. We hire without regard to age, color, disability, gender (including gender identity), marital status, national origin, race, religion, sex, sexual orientation, veteran status, or any other status protected by applicable law.Please mention the word **OUTPERFORM** and tag RMTA3LjE3OC4yMzIuMjQy when applying to show you read the job post completely (#RMTA3LjE3OC4yMzIuMjQy). This is a beta feature to avoid spam applicants. Companies can search these words to find applicants that read this and see they're human.

Contacts

Job listing via RemoteOK.com