Account Manager Job Description

Helium SEO is hiring an Account Manager to serve SEO, SEM and CRO clients as the project lead. In this role you will bring professionalism, enthusiasm and exceptional communications skills to serve your assigned clients.

Role expectations include:

* Manage customer relationships and projects for your assigned customers
* Proactively manage client campaigns, organizing internal and external resources to achieve superior results for customers
* Using your exceptional communication skills, you will give customers a great experience through the entire course of their campaign
* Create professional and accurate monthly reports for clients
* Conduct regular calls with your clients
* Make edits to websites
* Liaison between your clients and the team of SEO engineers, knowing when clients need to connect with an engineer directly

Preferred Background

* 2-4 years of B2B communications experience
* Experience with WordPress and basic HTML
* Experience planning and executing SEO, social media, content and local search marketing campaigns
* Self-motivated and organized
* Contagious enthusiasm for the web industry and technologies
* Displays critical thinking and problem-solving skills
* Extremely goal oriented with positive attitude and high energy
* Ability to perform well with or without detailed directions
* Deliver high-quality work with attention to detail
* Exudes confidence and leadership skills
* Proficient at Google Analytics, AdWords, HubSpot and other industry digital marketing and analytics tools

Required Skills

* Must have client-facing experience and feel personally invested in client success
* You are detail-oriented, highly organized, and able to prioritize and see projects through to completion
* You have a high sensitivity to client happiness, and can easily tell when a client isn’t sharing what they feel
* You are calm under pressure and can help clients feel great about their campaign
* You are a highly skilled communicator and enjoy engaging with others
* You are extremely self-aware and continually strive to improve
* You thrive in a fast-paced and dynamic environment

Expectations

We believe culture is the most important thing we must get right at this early stage in our journey. If we get the right people working together in productive ways, we can do anything. In this role you will spend most of your day communicating. You will create and communicate successes for your clients, and when there are issues, you will deal with it tactfully and professionally. You will own your customer accounts completely, putting their results first and making sure that they are receiving world-class service.

About You

You understand that no one is perfect, that we all have weak spots, and you want to master the skill of self-improvement regardless of your experience.

You are driven to do amazing work and complete every task to the best of your ability.

You constantly push yourself to get more done in less time by attacking your work with intensity.

You ask for help when you need it, own up to your mistakes, and put the needs of your colleagues above your own ego.

Compensation & Benefits

Compensation includes a highly competitive base salary and a bonus program based on job performance.

Helium offers full medical and dental coverage and currently covers 80% of medical premiums for employees. We offer unlimited PTO, a fun and collaborative work environment, and all the Mario Kart and Ping Pong you could ever want.