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Job Title	Account Manager
Reports To	Chief of Staff
Hourly Range	\$18.00 - \$23.00
Exempt/Non-Exempt	Exempt
Department	Accounts
Summary	The Account Manager is responsible for ensuring all client tasks, communications, projects, and campaigns are completed to the highest of standards. The Account Manager will communicate with their clients via email, phone, virtual meetings, and occasionally text messages. The Account Manager will strive to provide superb customer service and prioritize the accomplishing of their client’s goals and campaigns by leveraging the RoofersCoffeeShop.com platform. The ideal applicant will be comfortable tracking and managing multiple projects and working with a team to exceed our customer’s expectations.
RCS Core Values	<ul style="list-style-type: none"> <li>• <b>RCS Crew</b> - Being part of the RCS Crew is to work in an environment that constantly uplifts, challenges and listens. No one person is more important than another with every crew member accountable to the overall crew success. Crewmates are humble working through teachable moments for themselves and others in a drama- free workplace. By embracing an unpretentious and respectful attitude, the inner strength of every RCS Crew member is reflected in the crew as a whole.</li> <li>• <b>RCS Power</b> - An RCS Crewmate is an adaptable partner always striving for balance and mutual trust. The power of RCS comes from investing in our crew as they evolve in their career and by providing opportunities to learn and grow. The Power of an RCS Crew member is their ability to adapt to a new situation, working as a part of a crew to accomplish what needs to be done while never losing sight of their true priority - taking care of themselves and loved ones.</li> <li>• <b>The RCS Experience</b> - Crew members, partners, contractors and everyone who interacts with RCS will feel respected, welcomed, wanted and valued. They will be inspired by the crew’s passion for their success and carry that through to their own lives and businesses. A true partnership, the RCS experience is built around honest, authentic conversations with full transparency into goal achievement.</li> <li>• <b>On-it!</b> - RCS Crew mates who are “On-it!” understand there is a sense of urgency with all tasks and are equally responsive to messages, problems and inquiries from both customers and coworkers. “On-it!” crew members are tenacious – determined to succeed, see tasks through to completion and solve problems big and small. They are communicative about their time, questions, capacity and concerns.</li> </ul> <p>All employees of RCS will have demonstrated a commitment to the above core values.</p>
Primary Responsibilities	<ul style="list-style-type: none"> <li>• Project management <ul style="list-style-type: none"> <li>○ Delegation of duties to fellow crew members to accomplish client goals and campaigns</li> </ul> </li> </ul>

	<ul style="list-style-type: none"> <li>○ Attention to detail and ability to plan a project out.</li> <li>● Client communication <ul style="list-style-type: none"> <li>○ Email, Phone, Text, Virtual Meetings, Etc.</li> </ul> </li> <li>● Scheduling and coordinating client meetings</li> <li>● Basic website editing and content management</li> </ul>
Supervisory Responsibilities	<ul style="list-style-type: none"> <li>● None</li> </ul>
Education	<ul style="list-style-type: none"> <li>● An associate degree or equivalent experience in customer service and project management</li> </ul>
Knowledge, Skill and Experience Required	<ul style="list-style-type: none"> <li>● 2+ years of experience in customer service, sales, and/or project management</li> <li>● Knowledge of roofing products or a demonstrated history of being able to quickly learn</li> <li>● Strong relationship-building skills and experience</li> <li>● Excellent organizational skills</li> <li>● Great written and verbal communication skills</li> <li>● Independent and critical thinking to solve problems and complete tasks</li> <li>● The highest degree of professionalism</li> <li>● Proficient in Microsoft Office Suite i.e. Outlook, PowerPoint, Word, Excel</li> </ul>
Knowledge, Skill and Experience Preferred	<ul style="list-style-type: none"> <li>● Roofing industry knowledge and relationships</li> <li>● Technology sales and training experience</li> <li>● Basic website design and editing</li> </ul>
Working Conditions & Physical Demands	<ul style="list-style-type: none"> <li>● Remote office</li> <li>● Must use own computer and phone</li> <li>● Occasional travel may be required</li> </ul>