



215 Spadina Avenue, Suite 500 Toronto, Ontario M5T 2C7

phone 416.815.8777 fax 416.815.1321

Position: Senior Account Manager

Location: Toronto

Do you want to spend your waking hours working for a large corporation? Or would you rather apply your proven technology and leadership skills to accelerating the evolution of a social network and mobile solution that supports hundreds of top charities - on three continents.

Artez is a fast-growing, downtown Toronto-based company that is looking to expand our talented team.

The Team: We choose top talent who will thrive in our culture of freedom, responsibility, innovation and self discipline. There are 55 of us located in Toronto, Boston, London England and Melbourne Australia. We've been at this for more than a decade, and we love what we do. We've already built one of the world's top online fundraising solutions, and we're committed to increase our lead in global social network and mobile fundraising solutions.

Where we work: Our office is in the vibrant Queen & Spadina neighborhood and is TTC accessible. We work in an open-concept loft space, located in a historic eco-building with a bio-wall and sun-drenched rooftop garden (some days, anyway) - check out www.robertsonbuilding.com . We are family-friendly and reasonably flexible regarding work hours. We promote diversity and have built the right environment for people to manage and balance their work/life demands.

The Senior Account Manager position at Artez is responsible for owning and expanding the relationship with key Artez non-profit clients. In this role you will be responsible for relationships at all levels within each organization and for ensuring that clients continually improve their results and that Artez revenue grows correspondingly.

You are known as and can demonstrate success as a leader. The successful Senior Account manager will be 100% client centric with a 'do whatever it takes' attitude towards ensuring that your customers are well served and you will quarterback the resources at Artez towards that end. You will be

responsible for identifying opportunities for growth within clients. You will nurture these opportunities, and working collaboratively with the Artez team, will deliver on them. It is important that you are comfortable presenting and selling to clients, as up-selling additional Artez products and services are a key part of the role.

Finally, your strengths are being totally in tune with our clients needs and you are an expert at client expectation management.

Some duties and responsibilities include, but not limited to:

- Responsible for leading all the day-to-day business requirements and relationships with assigned clients
- Develop and maintain well-coordinated internal relationship with key decision makers
- Manage large complex accounts, internally and externally, and ensure clients know how to fully leverage the Artez platform
- Develop key account plans for assigned accounts; implement account strategy; retain and grow your assigned book of business including meeting or exceeding up sell targets
- Provide clients with guidance informed by product knowledge, online best practices and account management expertise
- Work across multiple functional areas internally and with our clients ensuring client expectations are exceeded and profitability/retention targets are achieved
- Become an Artez product expert bringing further leadership and strength to your expertise in leading and winner in a competitive environment
- Provide leadership in influencing the development of a best in class high performance Account Management Team
- Work within a client first mandate and a sense of urgency in meeting or exceeding client expectations

The ideal candidate would have the following experience and characteristics:

artez interactive

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- Minimum of 10 years of proven large client management experience in a leadership role
- Superior communication, presentation and business savvy skills
- Proven track record of client management driven by a 'revenue growth' mind set.
- Previously demonstrated success selling additional services and products to clients
- Ability to learn a complex SaaS technology platform and be able to translate features and functionality into benefits for clients
- Background in developing value propositions and positioning an organization's best practices to create winning client solutions
- Ability to retain accounts by developing and maintaining relationships with the key decision makers
- Non-profit and social media involvement and experience is a plus

If you want to move fast, create great user experiences, and work for a company that provides a solution that raises hundreds of millions of dollars for the causes that matter most, then we should talk. Learn more about us at www.artez.com and contact us at HR@artez.com

Artez Interactive is an equal opportunity employer and welcomes applications from all interested parties.