

Account Manager – Entry Level

Why is this role important to Prepaid Technologies?

Prepaid Technologies, with headquarters in Birmingham, AL, is a fast-growing company that offers electronic payment solutions to businesses throughout the US. These solutions utilize Visa and MasterCard prepaid vehicles and are distributed primarily through corporations. Our focus is on providing corporate payment solutions related to the following prepaid products: Payroll, Corporate Reward and Incentive, and Corporate Purchasing.

For the past several years we have experienced tremendous growth and we continue to see a phenomenal opportunity in the prepaid industry. We have a great company, an excellent team, and years of experience developing prepaid products and managing prepaid programs.

Our growth has created opportunities to expand our Account Management team and are currently seeking individuals to join the team. This team will work closely with our clients to support their needs, help achieve their prepaid program goals, and expand the relationship to take advantage of the many benefits our products and services we have to offer.

What are examples of work that this position will do at PT?

This position is responsible for developing strong, long-term relationships with a client, connecting with key business executives and stakeholders. Jr. Account Managers support the day-to-day needs of our clients and identify new business opportunities among existing customers. Jr. Account Managers liaise between clients and cross-functional internal teams to ensure the successful and timely delivery of Prepaid Technologies deliverables according to customer needs. Manage and develop client accounts to initiate and maintain favorable relationships.

- Operates as point of contact for assigned clients.
- Answering phones from customers professionally and responding to customer inquiries and complaints.
- Researching required information using available resources.
- Handling and resolving customer complaints by researching required information using available resources.
- Identifying, escalating priority issues, and reporting to the high-level management.
- Routing inbound calls to the appropriate resources.
- Recording details of comments, inquiries, complaints, and actions taken in Jira System.
- Ensure on-time delivery and quality of work.
- Creative problem solving on client needs or technical issues.
- Provide best in class support to clients.
- Perform other duties and responsibilities as assigned by management.

Requirements/Skills

- Prior Customer service experience a plus.
- Goal-oriented and ability to work individually and as a team player.
- Ability to manage multiple tasks at a time while paying strict attention to detail.
- Excellent listening and communication skills.
- Excellent verbal and written skills.
- Ability to learn and apply that learning to help teach/train others.
- Self-motivated and able to thrive in a results-driven environment.
- Critical thinking and problem-solving skills.
- Proficiency in Microsoft Office Suite and Gsuite.

Core Values

- We look for Solutions and ask, “Why Not?”
- We are Nimble and Creative and use those strengths to Innovate
- We embrace and leverage Technology
- We have Passion for our work and our customers
- We row together with Respect for everyone we work with
- We have Fun – life is short

Working at Prepaid Technologies:

- Flexibility, honesty, trustworthy and caring
- Paid vacation
- Competitive compensation
- Rapidly growing small business
- Casual, but energetic work environment
- Employee benefits plan
- 401K program with company match