



**Position:** Account Manager

**Department:** Account Management

**Reports to:** VP, Account Management

**Location:** Birmingham

Dash Solutions is a fast-growing fintech company that provides digital payments and engagement program management to thousands of customers throughout the US. Dash Solutions offers innovative strategies and a proprietary technology stack, including payroll, expense, gift, reward, and incentive card products to employers, financial institutions, and government agencies.

### **Position Summary**

The Account Manager is responsible for developing strong long-term relationships with a client, connecting with key business executives and stakeholders. Account Managers answer client queries and identify new business opportunities among existing customers. Account Managers liaise between customers and cross-functional internal teams to ensure the successful and timely delivery of Dash's solutions according to customer needs, as well as manage and develop client accounts to initiate and maintain favorable relationships.

### **Responsibilities include, but are not limited to:**

- Manage projects within client relationships, working to carry out client goals while meeting company goals.
- Operates as point of contact for assigned clients.
- Ensure on-time delivery and quality of work.
- Creative problem solving on client needs or technical issues.
- Identify areas for process improvement to provide best in class support to clients.
- Perform other duties and responsibilities as assigned by management.

### **Experience:**

- Bachelor's Degree in appropriate field of study or equivalent work experience.
- Proven account management experience.
- Goal-oriented, organized team player.
- Proven ability to manage multiple projects at a time while paying strict attention to detail.
- Excellent listening and presentation skills.
- Excellent verbal and written communications 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.
- Expert at Microsoft Office Suite, Gsuite and help desk support software.

### **Our Culture**

The unique culture at Dash Solutions is hard to beat, where innovation and a hard-working environment go hand-in-hand with a casual and fun atmosphere. We promote an energetic and team-oriented workplace where collaboration and a results-driven attitude is key to our success.

### **Our DASH Values**

- **Solutions** – We use creativity to develop innovative solutions.
- **Passion** - We are passionate about delivery for our customers every day.
- **Authenticity** – We lead and communicate with authenticity.
- **Respect** – We row together with respect and enjoy the ride.
- **Key** – The key to our success is our willingness to ask “WhyNot?”

### **Our Benefits**

Dash Solutions is proud to be an Equal Opportunity/Veterans/Disabled/LGBTQIA+ Employer and provides a competitive, and comprehensive compensation package.