



Owner Success Manager

AIA partners with promotional product distributors and provides them with the professional services they need to run efficient and profitable businesses. We enable distributors to work smarter, save time, and free up resources to focus on professional and personal goals. We are looking to add an Owner Success Manager to our team!

Owner Success Manager Responsibilities:

- Develop one-on-one relationships with Owners providing great service, and a solid Owner/Success Manager relationship throughout assigned territory
- Work collaboratively with AIA team members to continually drive, demonstrate, and reinforce the value proposition AIA provides
- Act as key driver of Owner contract renewals with current Sales Affiliates and Franchise Owners to drive Owner Retention
- Adhere to the activity driver expectations for communication cadence to proactively serve Owner's needs. Document all activities in CRM
- Achieve Service Fee Revenue to plan through contract renewal and increased service offering utilization
- Utilize AIA tools to monitor end customer sales performance
- Share and educate the distributors and dealers regarding the financial model for their assigned territory, including projections of costs
- Participate in education, networking and events that will inform and educate Owners through positioning sales tools
- Work in partnership with Supplier Relations Team to stay apprised of rebate enhancements and opportunities
- Understand and promote MVP supplier promotions, incentives or offers available to the AIA Community
- Manage and coach team to deliver relevant, scheduled business review meetings
- Ensure timely development and execution of plans, campaigns, and projects to deliver earnings, growth, and profit goals
- Collaborate cross-functionally with internal departments to create positive Owner experiences and drive the ongoing development of solutions

Owner Success Manager Requirements:

- Bachelor's degree in business or related degree
- Minimum 5 years relevant industry account management or business consulting work experience preferred
- Previous B2B sales experience in the promotional products industry preferred
- Ability to prioritize, multitask, and perform effectively under pressure. Strong knowledge of business processes (Sales, Marketing, Service, Support), business applications
- Works well in a team environment
- Energetic, passionate, and customer-centric
- High adaptability to change

If you are interested in the position please send your resume to
Samantha@hrconsultingpartners.net with the subject line “Owner Success Manager - AIA”.