

## Senior Account Manager

[Work from Home, IL](#) • Account Management

### Job Type

Full-time

### Description

We are HALO! We connect people and brands to create unforgettable, meaningful, and lasting experiences that build brand engagement and loyalty for our over 60,000 clients globally. Our nearly 2,000 employees and 1,000 Account Executives located in 40+ sales offices across the United States are the reason HALO is the global leader in branded merchandise, uniform programs, and recognition and incentive solutions.

Through our Achievement Solutions platform, HALO builds and manages employee recognition and sales incentive solutions that help organizations develop more inspired relationships with their employees and increase sales. Our online, points-based platform facilitates multiple employee recognition and sales incentive programs by awarding points or other forms of currency through peer-to-peer recognition, online nominations, on-the-spot cards, social recognition, and other initiatives. Points can be redeemed by employees for items including merchandise, gift cards and experiential rewards. We work with our clients to understand their strategic needs related to employee recognition and engagement to deliver a solution that supports their goals, culture, and company values.

Reporting to the Senior Strategic Manager, this ambitious, passionate and solution-oriented seasoned **Senior Account Manager** will have the responsibility for maintaining high quality client relationships and managing program operations for our largest sales incentive client.

### Responsibilities

Client Management:

- Develops and maintains client relationships by creating credibility, developing trust and providing the outstanding service experience that is associated with the HALO Recognition brand. Identifies/anticipates attrition risks and mitigates risk to retain relationship.
- Understands clients' specific organizational goals and needs and develops account plans to help them achieve their goals, leveraging our product/service offering. This includes uncovering/driving upsell opportunities by determining compatibility with products and services.
- Contributes to creation of annual revenue targets, by client, and diligently works to achieve program-specific success measures.
- Determines and executes on account management plans including frequency and content of ongoing, proactive communication and business reviews with clients.
- Works closely with Engineer/Business Analyst and Project Manager to drive improvements to the client program.

Operations:

- Leads issue resolution including issues related to client data feeds, operations, technology platform, billing, customer service and client reporting. This includes assessing root cause of issues, addressing the short-term need and driving longer term recommendations to address root cause of issues. Drives resolution of issues through cross-functional teams influencing dependencies throughout organization.
- Tactical program support including reporting, invoicing, customer service, operations.
- Champions efforts to automate and streamline internal processes for the purpose of operational efficiencies, more effective client management and a better customer experience.
- Makes recommendations for enhancements to product and service offerings based on learnings from existing client programs, client requests and industry trends.
- Performs other duties and leads special projects as needed and assigned by Strategic Account Manager.

## Requirements

- Bachelor's Degree in Business, Marketing, etc.
- 10+ years of Account Management & client operational experience
- Skill in MS Office: Microsoft Word, Outlook; highly proficient in Excel - knowledge of VLook-up, Formulas and Pivot tables
- Strong relationship building skills / customer relationship oriented
- Strong communication skills, both written and verbal. Must be able to communicate effectively with all levels of management and influencers/decision makers within client organizations.
- Operationally focused; Results-oriented and goal driven
- Self-starter taking a proactive approach to work
- Highly strategic thinker with solid decision making skills
- Ability to manage cross-functional teams

## Preferred Qualifications

- Experience in Sales Incentive Programs, Employee Recognition or Loyalty Programs a plus
- Experience in Accounting and/or Business mathematics is a major plus

## More about HALO

HALO is the global leader in branded merchandise, uniform programs, and recognition and incentive solutions. We partner with our clients to break through the clutter of our media saturated world and connect their brands to customers, employees and other audiences critical to their success. As a team member you can expect a positive culture of ingenuity, inclusion, and relentless determination. We also offer:

- **Career Advancement:** At HALO, we love promoting from within. Internal promotions is the key to our exponential growth in the last few years. With so many industry leaders at HALO, you'll have the opportunity to accelerate your career by learning from their experience, insights, and skills and gain access to HALO's influential global network, leadership experiences, and diverse thinking.
- **Culture:** We love working here and know that you will too. You can expect a positive culture of *ingenuity, inclusion, and relentless determination*. We push the limits of possibilities and imagination by staying curious, humble, and provocative in order to break through yesterday's limit. Diversity is the source of our creativity and we thrive when each of contributes to an inclusive culture of respect, dignity, and equity mindset in everything we do. We keep our promise for excellence with an unrelenting commitment to achieving results and supporting one another to stay accountable, transparent, and dependable.
- **Recognition:** You're going to succeed here, and you can count on us to celebrate your wins. Colleagues across the company will join in recognizing your big milestones and nominate you for awards. Over time, you'll earn so much recognition that you can convert into gift cards, trips, concerts, and merchandise at your favorite brands.
- **Flexibility:** We pride ourselves on flexible schedules that help you find a balance between professional and personal demands. We believe that supporting our customers is the priority and trust that you and your manager will find a schedule to achieve that priority.
- **Work with your favorite brands:** HALO clients include over 100 of the Fortune 500 as well as thousands of mid and small-size organizations. You'll be on teams that are focused on the future of our industry and bringing our customers fresh ideas that are first-in-the-world.

- **Stay well at HALO:** At HALO, we have benefits that support all parts of your life and to find a work-life balance custom to you. *We offer easily accessible mental healthcare for you and your family.* Our program focuses on behavioral health coaching, therapy and psychiatry, personalized skill development, and providing access to care for your dependents. In addition, we offer *nation-wide coverage* Medical, Dental, Vision, Life and Disability insurance, and additional Voluntary Benefits. Prepare your financial future with our 401K Retirement Savings Plan, Health Savings Account (HSA), and Flexible Spending Accounts (FSA).

HALO is an equal opportunity employer. We celebrate diversity and are committed to creating an inclusive environment for all employees. We insist on an environment of mutual respect where equal employment opportunities are available to all applicants without regard to race, color, religion, sex, pregnancy (including childbirth, lactation and related medical conditions), national origin, age, physical and mental disability, marital status, sexual orientation, gender identity, gender expression, genetic information (including characteristics and testing), military and veteran status, and any other characteristic protected by applicable law. Inclusion is a core value at HALO and we seek to recruit, develop and retain the most talented people.