

**Blue Valley Tele-Communications/Networks Plus** is looking for a relationship-focused professional with a knack for nurturing existing client accounts. We are seeking a Business Account Consultant in our Manhattan, KS office serving the Manhattan and Salina regions.

Duties will include:

- **Client Relationship Management:** Build and maintain strong relationships with existing clients. Serve as the main point of contact and ensure their needs are met.
- **Client Retention:** Deliver on strategies and initiatives to ensure client satisfaction. Address any issues or concerns promptly.
- **Sales:** Identify areas of need for existing clients and upsell services. Provide hardware/software quotes as needed.
- **Account Reviews:** Conduct regular account reviews with clients to evaluate their satisfaction and gather feedback. Use this information to improve service delivery.
- **Account Growth:** Create account growth plans and strategies to increase the lifetime value of each client. Explore expansion into new business areas.
- **Collaboration:** Work closely with IT Technical team, Administrative Team, and Sales Team to ensure the seamless delivery of products or services to clients. Resolve any operational issues promptly.
- **Reporting and Analysis:** Monitor account performance and prepare regular reports on key metrics. Use data and insights to drive account management decisions.

Education:

- Bachelor's degree in Business or Marketing, preferred

Requirements:

- 2 years experience in B2B Account Management, Sales, or Customer Success role, preferred
- Basic knowledge of IT Infrastructure, required
- Familiarity with CRM systems and account management software, preferred
- Excellent interpersonal and communication skills (both written & oral)
- Strong analytical and problem-solving abilities

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- Ability to work both independently and collaboratively with cross-functional teams
  - Residency within 60 miles of Manhattan, KS
  - Driver's license and good driving record, required
  - Will require training related to Networks Plus managed service product line to be completed within 6 months of hire.

We are an equal opportunity employer.

Please send resume to [hr@bluevalleyinc.net](mailto:hr@bluevalleyinc.net), or mail to Human Resources, Blue Valley Tele-Communications, 1559 Pony Express Hwy, Home, KS 66438