

# Argentina Jobs Expertini®

## Software Account Manager

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Company: Avature

Location: Bahía Blanca

Category: computer-and-mathematical

We will consider applicants from all locations within Argentina. When creating a business-driven product within a dynamic industry, excellence in customer relationship management is fundamental. Our Account Managers are key players in building long-lasting relationships with our customers, based on both a profound understanding of their business and a personalized approach to managing those relationships.

### **Your challenges and objectives:**

Gain extensive knowledge of Avature's solutions, including future capabilities.

Navigate complex client organizations, quickly understanding their business objectives and how Avature can assist in achieving them.

Drive retention, expansion, and advocacy, positioning yourself as a thought partner throughout your customers' journey.

Maintain Avature's reputation of providing superior customer service.

### **Your day-to-day activities:**

Manage a select portfolio of customers.

Perform standing quarterly business reviews with each customer.

Continuously analyze your customers' health and solution usage to recommend relevant, value-adding enhancements.

Manage change request projects: analyze needs, liaise internally with relevant teams,

coordinate communication between parties, and see projects through to delivery.

Hold periodic calls with customers to review ongoing projects, customer health, and discuss enhancements and new features relevant to them.

Guide customers on best practices and processes that will set them up for success.

Interact with internal teams to stay up-to-date with new system functionalities and their use cases.

**About you:**

Minimum Qualifications:

Fluent in English.

Permanent residency in Argentina

Excellent verbal and written communication skills.

Analytical and able to see the bigger picture, matching specific Avature solutions to each client's business objectives.

Independent, self-motivated, and driven to investigate possible solutions for challenges with no pre-established answer.

Organized, with the ability to manage a wide range of customer activities.

Preferred Qualifications:

Previous experience working with large multinational companies.

Previous experience in high-growth SaaS companies will be highly valued.

**About us:**

Avature is a market leading enterprise SaaS Solution provider for global talent acquisition and talent management. We have a strong commitment to high quality engineering and customer service and are recognized innovators in the very large company market. We currently work with over 650 companies worldwide, including 110 of the Fortune 500, all of the Big Four consulting firms, the largest banks and manufacturers in the world, and five governments. We design, build, implement, and support our product ourselves. With 26 releases a year and a strong commitment to innovation and quality engineering, our

private cloud platform has become the product choice for the very large global organization. At Avature, we value opportunities to learn and grow within a dynamic, creative, and collaborative environment. We encourage autonomy and empower our people to approach challenges innovatively while bringing their unique perspective to the table. We offer a career development program that supports continuous learning and thoughtful leadership, and that meaningfully impacts each individual's professional trajectory.

**What we offer:**

A fast-paced, energetic, and engaging environment.

Flexible hours.

Work remotely or come by the office as much as you want.

Four salary reviews per year.

Option to earn part of your salary in US dollars.

Three weeks vacations from the first year.

Four weeks paternity leave.

OSDE 310 health coverage (family plan).

Four days a year to attend events related to professional development.

End of year week off (December 26 to 31).

Internet service expenses.

Birthdays off.

An organizational culture that empowers everyone to be themselves is key to thrive in business, but more importantly, it is a pathway for creating a more equitable society. Avature fosters a diverse and inclusive environment and celebrates that each unique person brings something different to our team. We are committed to considering all qualified applicants equally and to promoting equal opportunities within our organization.

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