

## Account Success Manager

### Who are we?

As one of the most significant purchases we'll ever make, a new home deserves to be the most exciting and enjoyable experience of our life. While owning a home should be simple and joyful, people's best asset is their least supported and biggest headache.

Virtuo's mission is to help new homeowners to quickly and effortlessly begin enjoying their homes, and continue enjoying them. When ownership decisions can be complex and overwhelming, Virtuo is the trusted unbiased guide to help make them faster.

### What you'll be doing

Just as we strive to be the trusted and beloved "must have" part of every home, we aim to mirror this ambition with our professional relationships. As an **Account Success Manager**, at Virtuo, you will be instrumental in fostering and deepening connections with our key accounts. The partnerships include a roster of Canada's top home builders, community developers and real estate entities.

Leveraging your experience in account management and data-driven sales strategies, you will focus on driving value, experience adoption, and building trust. This is a proactive role where you will build strong relationships with our account stakeholders, industry and actively identify opportunities for our partners to maximize the benefits of our home concierge platform.

- Act as a strategic account partner and main point of contact, understanding clients' needs, and aligning Virtuo's offerings accordingly.
- Build and execute strategic plans to help accounts achieve desired outcomes.
- Conduct regular account meetings, account forecasting and reporting to benchmark overall account health.
- Lead the onboarding process for new accounts, ensuring a smooth and efficient integration of Virtuo's home concierge platform.
- Is data driven and analyzes account health metrics enabling proactive identification of opportunities and risks and facilitates strategic conversations to ensure client success.
- Monitor platform usage and identify opportunities for improvement, upselling, and cross-selling.
- Convert accounts into raving fans who promote Virtuo's value through testimonials and industry referrals.
- Provide proactive and ongoing account training, education, and resources to maximize the value of Virtuo's offering to their customers.
- Monitor market activity and regularly assess account goals and aspirations.
- Work cross-functionally to implement strategies that adds value and prevents churn.
- Capture necessary data and information throughout the relationship and log critical communication and updates into CRM and other databases.

## How you'll be measured

- Account LTV
  - Revenue Growth Rate
  - Renewal / Retention Rate
  - Churn Rate
- Account Health Score
- Account – NPS

## What we're looking for

- 3+ years' experience driving retention and expansion as an ASM, CSM, or Account Executive
- Proven track record of identifying and pursuing growth opportunities to scale revenue with existing accounts, while exceeding retention/expansion targets
- Exceptional interpersonal skills with the ability to drive long-lasting relationships
- Proactive & growth mindset
- Experience navigating and managing multiple stakeholders
- A storyteller with strong analytical and presentation skills, with the ability to effectively communicate data-driven insights to both internal and external stakeholders
- Highly organized, self-motivated, and detail-oriented person who own's their work.
- Ability to anticipate and align accounts' strategic goals and initiatives with various solutions
- Strategic and critical thinker who can quickly grasp new business concepts and draw valuable insights.
- Experience within the new home construction industry or real estate ecosystem environment is an asset

Resumes can be sent to [careers@virtuo.com](mailto:careers@virtuo.com). We look forward to hearing from you.