Job Posting

Location: San Jose, CA

Job title: Account Manager

Reports To: Senior Director, GEMS

Purpose of Position: Responsible for overall customer relationship management and customer satisfaction. Develop and execute account strategies for assigned existing customers to ensure Wave is delivering an exceptional customer experience in terms of network, service offering, billing and care.

Responsibilities include:

- Proactively call assigned customers to coordinate periodic business reviews as defined by customer.
- Review existing contracted services and ensure customer has copies of contracts, circuit ID's, and key personnel contact info including NOC, billing, and care.
- Actively manage upcoming contract expirations and track/report renewal success rate.
- Maintain regular contact with customers and share new corporate initiatives Wave may be engaged with or new business opportunities/products customer may be interested in.
- Serve as primary contact and key point of escalation for post-sale issues that arise and own communication link to customer through final resolution.
- Serve as key stakeholder and in collaboration with sales rep to help as needed for installation updates and general customer follow up.
- Engage internal stakeholders and coordinate customer interfacing meetings when needed to match customer requirements and Wave capabilities on product, network, billing and/or care.
- Provide periodic updates to leadership detailing best practice on customer experience initiatives needed to guarantee positive outcome for customer and Wave.
- Quarterly and/or periodic travel within footprint for customer meetings.

Diverse Workforce / EEO:

WaveDivision Holdings (WDH) recognizes and strongly supports the benefits of a diverse workforce, and strives to provide a culture that recognizes the unique contributions of each of our employees. WDH requires a drug test, background check, employment, and education verification as conditions of employment. WDH is an equal opportunity employer and will consider all qualified candidates regardless of race, color, religion, national origin, gender, age, marital status, veteran status, and the presence of a non-job related handicap or disability, or any other legally protected status.

To Apply: Interested candidates may send cover letter and resume to hrmgr@wavebroadband.com (please include job title and location of position in your email).