



## **Lominger International – A Korn/Ferry Company Job Description**

**POSITION:** Account Executive  
**REPORTS TO:** Director of Customer Operations

### **OVERVIEW:**

Accounts Executives are the primary implementers of Lominger's customer intimacy strategy. They serve as the coordinator and/or executor of critical customer contact, are responsible for the overall relationship with key customer accounts and are driving the increased integration of the various business units.

### **PRIMARY RESPONSIBILITIES:**

- Account management activities to enhance customer satisfaction, long-term loyalty and retention.
- Increase penetration and expansion of product lines/offerings in assigned client organizations.
- Key account management; this includes tracking and analyzing sales for the client and reporting back to the executive team, helping the client establish purchasing expectations for each calendar year, and keeping other constituencies within Lominger informed.
- Develop long-term high-level relationships with senior executives in assigned accounts to both build rapport and understand their key business/leadership development needs.
- Partner across internal business units, consulting and Associates to ensure customer satisfaction on all projects delivered.
- Communicate with clients regarding upcoming events, product releases, research, etc.
- Solicit client to participate in research studies.
- Provide customer feedback to Product Development team.
- Promote Lominger at events and conferences.
- Demonstrate Lominger products and partner applications.

### **REQUIREMENTS / EXPERIENCE:**

- 4 year degree in Business, Human Resources or other related field
- 3 - 5 years of business experience, preferably industry related
- Proven track record of developing industry relationships with clients, vendors and business partners
- Excellent oral and written communication skills, comfort with senior managers, ability to stand alone, organizing skills, composure, time management, process management and priority setting skills.
- Strong interpersonal savvy, team and relationship skills required for interactions with customers, and executive team and peer Account Executives at Lominger.
- Ability to manage multiple projects with attention to detail while maintaining accuracy without supervision
- Proficiency in Microsoft applications including: Access, Word, Excel and PowerPoint

- Proficiency in MAS200 and OnContact a plus
- Ability to travel up to 25%
- Fluency in a second language, a big plus