New York, NY, USA
1,000 - 5,000 employees
Translation/Localization industry
Private company
Paid

**Job title:** Account Manager  
**FLSA status:** Exempt

**Department:** TPT, Sales  
**Reports to:** DBD

**Position Summary:**
The position of Account Manager is responsible for developing new business relationships and serving as the first level of support to existing clients.

**Position responsibilities:**

- Research prospective clients through several strategies including internet research, trade show lists, referrals, yellow pages, various professional directories and personal investigation
- Create accurate spreadsheets of prospective client data including names, titles, phone numbers, addresses and various other information
- Generate daily mailings to prospective clients using updated and accurate spreadsheets
- Cold call prospective clients
- Attend trade shows, conferences, events, and functions relating to the industry in order to develop contacts and leads
- Utilize social skills and standing to best represent TransPerfect in order to make a positive impression on prospective clients
- Constantly represent TransPerfect to all existing contacts to best create a positive brand and generate interest through word-of-mouth marketing strategies
- Creatively problem solve to improve current new business development strategy
- Assist DBDs with counter negotiation following a customer complaint, as well as with day-to-day tasks ranging from faxing, photocopying and answering telephone calls
- Maintain a professional demeanor at all times with existing and prospective clients
- Enter new jobs into the “Jobs Database”
- Create and deliver accurate and complete Job Toolkits, using TransPerfect’s existing template
- Negotiate rates and deadlines with prospective and current clients
- Educate prospective and existing clients regarding the translation process, including TransPerfect’s rates, justification for turnaround time and competitors’ information
- Liaise with production to ensure that all jobs are handled appropriately and with keen attention to detail, resulting in a perfect product
- Bill completed jobs in a timely fashion
- Consistently follow up with clients to ensure their satisfaction with delivery, quality and customer service
- Investigate with production any claims of poor quality or questions from clients after a translation has been completed
- Forward all customer feedback to production and management
- Utilize creative skills to improve various processes within and between sales and production
- Aggressively pursue due and overdue unpaid revenue from clients via phone calls, letters and other creative methods to make certain that clients pay in a timely manner
- Research and understand all industries that TransPerfect markets to including industry leaders, current events and any other pertinent data
- Be knowledgeable in the translation industry including leaders, competitive data, proposal formats, competitive rates and marketing strategies
- Perform other special projects or duties when required

**Essential skills and experience required:**

- Excellent written and verbal English communication skills
- Minimum Bachelor’s degree or equivalent
- Excellent problem solving and analytical skills
- Strong interpersonal skills
- Effective time management
- Customer support experience
- Satisfactory results on company proofreading and writing tests
- Personality test matches sales’ requirements
Valued but not required skills and experience:

- Prior sales experience

**Physical demands and work environment:** The physical demands and work environment characteristics described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

**Essential Functions:**
While performing duties of job, employee is occasionally required to stand; walk; sit; use hands to finger, handle, or feel objects, tools, or controls; reach with hands and arms; talk and hear. Employee must occasionally lift and/or move up to 25 pounds. Specific vision abilities required by the job include close vision, distance vision, color vision, peripheral vision, depth perception, and the ability to adjust focus. Finally, the employee generally works in an indoor office environment; working hours beyond the normal workweek may be required.

**Desired Skills**
Degree: Bachelor's // Student Status: Alumnus/a, Senior // Work Authorization: Authorized to work in the U.S.

TransPerfect

For more than 20 years, TransPerfect has provided comprehensive language and technology solutions to help our clients communicate and conduct business more effectively in a global marketplace. Equipped with a quality management system certified to both the ISO 9001:2008 and EN 15038:2006 standards, TransPerfect provides a full array of language and business support services, including translation, interpretation, multicultural marketing, website globalization, subtitling, voiceovers, staffing services, multicultural marketing, e-learning and training, and legal support services. TransPerfect also offers a suite of next-generation technologies that significantly reduce costs and improve consistency throughout the translation process, making TransPerfect the vendor of choice for the world’s leading multinationals. With annual revenues of over $470 million, TransPerfect is the world’s largest privately held provider of language services and technology solutions. From offices in more than 85 cities on six continents, TransPerfect offers a full range of services in 170+ languages to clients worldwide. With an unparalleled commitment to quality and client service, TransPerfect is fully ISO 9001 and EN 15038 certified. TransPerfect has global headquarters in New York, with regional headquarters in London and Hong Kong.

Interviews that are related to this job

**TransPerfect**

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January 8th 2016 in

Qualifications

 Allowed School Years
All school years allowed

 Allowed Majors
All majors allowed

Work Authorization Requirements
No US work authorization required