



Account Director – Major U.S. Cities

Company Description

Pharos enjoys a growing capacity to be an invaluable resource to those organizations committed to making every print an intelligent decision. To help us, here's one of the positions we're looking for the right person to assume:

Account Director

- Develop the account strategy for a major customer which identifies Pharos growth opportunities and resources needed to manage, expand and deliver the customer solution.
- Determine account strategy in partnership with the customer sponsors and Pharos Customer Operations.
- Generate and maintain executive level relationships within assigned accounts.
- Plan, manage and evaluate the work of all onsite Program Managers and Analysts and other professional, technical and support resources, including ensuring proper allocation of all resources within the account.
- Pharos' business owner for delivery of the enterprise print optimization engagement.
- Manage customer contract/SOWs to achieve Deliverables (i.e., reductions in cost and volume, plus increases in end user satisfaction) and profitable account development.
- Develop project plans to deliver on print strategies to benefit of the customer.
- Intervene if quality standards or targets do not meet requirements and deploy needed changes.
- Responsible for business process, tools, and training required for the successful operation of the dedicated customer delivery organization.
- Define the roles and individual accountability of the delivery team to support the project plans.
- Possess an in depth understanding of Pharos' strategy and offerings.
- Understand, demonstrate and present solutions to meet incremental business requirements of customer and to develop sales opportunities within existing accounts. Will drive the sales process from prospecting to closing deals.
- Achieve financial targets defined.
- Analyze relevant customer problems, needs and requirements to define and build the business cases to secure added Pharos products, services and revenues.
- Create complex quotations covering licensing, training, implementation and consulting services.
- Responsible for processing & monitoring information & data flows between customer & Pharos and maintaining customer satisfaction.
- Manage customer reviews and planning sessions.
- Collaborate with other Pharos accounts to share and learn from best practices.

Skills

- Bachelor's Degree
- 10+ years work experience in a variety of "document output" environment

- Proven ability to effectively consult with all levels of an organization from “C” level down
- Proven ability to deliver tangible results at an account
- Proven ability to achieve financial targets/ grow accounts
- Excellent project management skills
- Excellent team management skills
- Excellent business savvy and account growth skills
- Excellent business process understanding

Compensation:

Pharos Systems offers competitive salaries commensurate with experience and education, as well as excellent benefits.

Please electronically submit your resume, salary requirements, and at least two references to Pharos Systems International at careers@pharos.com