



Account Manager

About ViClarity

ViClarity is an award-winning provider of governance, risk and compliance (GRC) management software solutions for highly regulated industries, such as healthcare, insurance and financial services. Organisations of all sizes utilize our GRC tools to enhance and automate their risk and compliance processes.

A technology-centric organisation with a legacy focus on making GRC easier, ViClarity serves organisations in multiple industries. ViClarity Europe was founded in 2008 and merged with U.S. based compliance consulting firm, PolicyWorks, LLC, in 2020. Today, we are one ViClarity, a global RegTech organisation headquartered in Tralee, Co Kerry and with offices in Des Moines, Iowa and Boston in the US.

The Role

Looking for an enthusiastic individual to join our modern and forward thinking business in our headquarters in Tralee.

You will be joining the growing Customer Success team, becoming a centric part of the client interaction and improving client experience by

- Primary contact to manage and retain existing client relations.
- Responsible for developing and maintaining a high level of client satisfaction, especially at the executive level.
- Responsible to assist Customer Success Team with growing portfolio of clients
- Providing ongoing support to all clients

Key Responsibilities:

- Take ownership of maintaining and growing the client relationships including the successful renewal of contracts
- Coordinate the necessary activities needed to improve client satisfaction at all levels of each customer's organization
- Articulate and demonstrate the value we create is in alignment with the clients perceived value
- Identify indicators that may be negative and develop plan to overcome these indicators
- Represent and effectively market ViClarity products and solutions
- Forecasts and tracks client account metrics
- Conduct product demonstrations and overviews
- Work in conjunction with the Customer Success, Support and Project Management teams and other internal teams to achieve successful outcomes with client accounts



- Coordinate with other team members working on the same account to ensure consistent service
- Develop relationships and ensure first-class customer service at all times

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Who you will be working with

Reporting to the Head of Customer Success, you will become an integral member of our strong, friendly and supportive team, working alongside senior team members to understand the systems we implement, our customers' requirements and the true value of the ViClarity system, in order to maintain and grow client relationships. You will be dealing with clients across both the Financial Services and Healthcare sectors. You will engage in relevant and process driven communication that will support our customers to help improve efficiencies and reduce the burden of regulatory compliance.

The ideal candidate

- A positive approach to outbound communication and client contact
- Strong interpersonal skills including both proficient verbal, written and listening skills, with the ability to reassure
- Ability to Manage Multiple Projects and Relationships Simultaneously
- Has an understanding of business processes and supporting technologies
- Outstanding communication, presentation, written and interpersonal skills
- Be able to ask the right questions, at the right time, to gain true understanding of client goals
- Excellent organisational and time management skills

Experience/Skills

- Bachelor's Degree or over in Business, IT or other related area
- Candidates with experience in one or all the following: Account Management, Customer Success, Customer Service, Business Development, Sales.
- Business related work experience
- Strong Negotiation skills & Client Focused mindset
- Experience using Zoho or other CRMs is an advantage
- Excellent Telephone and Presentation manner