



Account Manager

Collective Data is seeking an Account Manager to serve as the primary relationship owner for post-sale customers, ensuring customer success, driving product adoption, and identifying organic growth opportunities. This role partners closely with the Renewals Manager to support retention efforts and with the Director of Account Management to execute strategic growth initiatives, helping maximize customer lifetime value and satisfaction.

Core Responsibilities:

Customer Relationship Management:

- Own day-to-day customer relationships post-sale, serving as primary point of contact
- Conduct regular business reviews (monthly/quarterly) to assess customer health, satisfaction, and usage
- Build strong, trusted relationships with customer stakeholders at multiple levels
- Proactively identify and address customer concerns before they impact retention
- Coordinate cross-functional resources (support, product, engineering) to resolve customer issues

Account Growth & Expansion:

- Identify and qualify organic growth opportunities within existing accounts (upsell, cross-sell, expansion)
- Develop account expansion plans in collaboration with the Director of Account Management
- Present expansion opportunities to customers, articulating clear business value
- Work with sales and product teams to position new features and capabilities
- Track and report on expansion pipeline and revenue growth metrics

Customer Success & Adoption:

- Ensure customers successfully onboard and adopt the platform
- Drive product utilization and feature adoption to maximize customer value realization
- Provide product training and best practice guidance to customer teams
- Monitor customer usage data and engagement metrics to identify at-risk accounts
- Develop and execute success plans tailored to customer goals and use cases

Retention Support:



- Partner closely with Renewals Manager to support contract renewal process
- Provide customer intelligence and relationship insights to inform renewal strategies
- Participate in renewal conversations when customer relationship expertise is needed
- Identify and escalate retention risks early to enable proactive intervention
- Document customer feedback and product requests to inform retention strategies

Strategic Collaboration:

- Contribute customer insights to inform overall account management strategy
- Align with Director of Account Management on account prioritization and growth targets
- Share market intelligence and customer feedback with product and leadership teams
- Participate in account planning sessions and strategic reviews
- Collaborate with marketing on customer advocacy and reference opportunities

Required Qualifications

Experience:

- 3-5 years in customer success, account management, or related customer-facing role
- Proven track record managing B2B SaaS customer relationships
- Experience identifying and closing expansion opportunities within existing accounts
- Demonstrated success improving customer satisfaction and retention metrics

Skills:

- Strong relationship-building abilities across diverse stakeholder groups
- Excellent communication skills (written and verbal) with ability to present to executives
- Analytical mindset with ability to leverage data to drive customer outcomes
- Solution-oriented approach to problem-solving and customer challenges
- Ability to manage multiple accounts simultaneously while maintaining quality

Technical:

- Proficiency with CRM systems (Salesforce, HubSpot, or similar)
- Comfort with customer success platforms and analytics tools
- Ability to quickly learn and demonstrate complex software products
- Strong skills with business productivity tools (Google Workspace, Microsoft Office)

Preferred Qualifications

- Background in the fleet management, telematics, or logistics technology industry



- Experience working in a high-growth SaaS environment
- Track record of achieving or exceeding expansion revenue targets
- Customer Success or Account Management certification
- Experience with enterprise-level accounts (\$100K+ ARR)

Working Relationships

- Reports to: Director of Account Management
- Works closely with: Renewals Manager, Sales Team, Customer Support, Product Management
- Supports: Overall customer retention and expansion strategy

This role is ideal for a customer-focused professional who thrives on building relationships, driving product adoption, and identifying growth opportunities. You will play a critical role in ensuring customer success while contributing to the company growth through strategic account expansion.

Who is Collective Data?

Collective Data is a leading provider of Fleet Management and Asset Management software for both the public and private sectors. Our mission is to empower organizations with intelligent software solutions that help streamline operations, reduce costs, and improve efficiency.

Why Join Us?

At Collective Data, we value innovation, collaboration, and the personal growth of our employees. We offer a competitive salary and benefits package, flexible work arrangements, and an environment where your input is valued and encouraged.

Interested in making a difference with Collective Data? Please submit your resume and cover letter detailing your relevant experience to careers@collectivedata.com

Collective Data is an Equal Opportunity Employer. All qualified applicants will receive consideration for employment without regard to race, color, religion, sex, national origin, or protected veteran status and will not be discriminated against on the basis of disability.