



Select Communities Account Manager **Miami, Florida**

Position Summary:

Responsible for serving as the lead point of contact for property management (and boards) of newly acquired bulk communities. Immediately post contract signing will serve as liaison between properties and internal teams to facilitate the initial customer outreach, property launch and full ongoing integration within Atlantic Broadband's FL Region bulk property portfolio.

In this role you will develop strong relationships with property management that is conducive to the timely launch of Atlantic Broadband services and ongoing sale and retention of Atlantic Broadband products and services. Excellent organizational and communication skills are required. Must enjoy working on a variety of projects, and have the ability to solve complex problems and meet deadlines. This position reports to the Director of Florida Operations.

Responsibilities:

- Responsible for launching new Atlantic Broadband Select Community properties into the market place, while working with the Select Communities, Construction and Care teams to ensure a smooth rollout and transition.
- Demonstrates expert knowledge of Atlantic Broadband products. Displays thorough and recent competitive knowledge of features, benefits, product differences, pricing, and campaigns for video, high-speed internet and phone services applicable to assigned Select Communities.
- Proactively follows up with customer and property staff as appropriate regarding sales, product, technical or customer care issues. Manages fast resolution of product and customer care issues across customer care, billing and technical support as a single point of contact who is helpful to the customer and property staff and also to internal teams.
- Regularly calls on and visits assigned Select Community properties to develop strong working relationships with property management and leasing staff of Atlantic Broadband Select Community properties and leverage their support through on site programs and events.
- Assist with challenging property requests or issue escalations as needed
- Other duties may be assigned.

Requirements:

- Communication- Clearly conveys information through a variety of media (verbal, written, e-mail, v-mail, etc.) in a way that engages the audience and helps them understand and remember the message; listens well.
- Planning, Prioritizing, and Goal Setting- Able to prepare for emerging customer needs; manages multiple projects simultaneously; determine project urgency; uses goals to guide actions and creates detailed action plans; organizes and schedules people and tasks to achieve maximum efficiency.
- Perseverance- Able to finish a task, regardless of resistance or setbacks; pursues everything with energy, drive and a desire to complete task; utilizing a variety of ways to get things done.
- Consistent exercise of independent judgement and discretion in matters of significance.



- Regular, consistent, and punctual attendance. Must be able to work nights and weekend, variable schedules as necessary.
- Influence and Persuasion- Able to convince others in both positive or negative circumstances; uses tact when expressing ideas or opinions; presents ideas effectively to persons at all senior levels; adapts presentations to suit the audience; responds to objections successfully.
- Customer Focus- Able to demonstrate a high level of service delivery; does what is necessary to ensure customer satisfaction; addresses and resolves service failures; priorities customer needs; makes customer and their needs a primary focus of action; builds strong trusting relationships.
- Bachelor's degree (or higher) in marketing, business or related areas of study and/or 3-5 years related experience is strongly preferred.
- Ability to use personal computer and software applications including Microsoft Office (Word, Excel, Outlook, and PowerPoint)
- Valid driver's license, satisfactory driving record within Company required standards and auto insurance.