Job Posting
Account Manager – City Go

Are you people oriented? Do you want a job with mission and purpose? Do you enjoy working with diverse organizations and providing sustainable solutions? Let’s get moving...

Check out the Account Manager position below:

Reporting to the Mobility Collaborative Program Director (City Go), the Account Manager is responsible for leading efforts to grow City Go membership and employer pass programs, strengthen engagement among members and their employees, and ultimately reduce the number of single-occupancy vehicles traveling in, out and around downtown Boise.

The ideal candidate will:
• Be self-motivated and directed and be able to manage multiple accounts and prospects
• Have experience in creating and closing membership agreements; and offering and selling new programs
• Possess excellent communication skills and have proven record of exceptional customer service
• Maintain a professional and courteous demeanor at all times
• Be a dependable self starter

Want more information? Read on.

RESPONSIBILITIES:
• Develop and manage a comprehensive program for membership sales and retention to achieve organization’s membership and revenue goals
• Oversee employer programs including contract and account management, program growth, data and reporting, and client relationships
• Oversee customer supports for employees of corporate contracts with support of internal team
• Build and strengthen member, employer, and partner relationships to achieve long-term partnerships
• Maintain accurate client records, keeping track of any contract updates and renewals
• Work with internal team to develop strategic marketing plans and ensure program KPIs are being met
• Develop a thorough understanding of our programs and service offerings to better upsell and cross-sell to clients
• Develop meaningful ways to engage businesses to participate in the planning and programming for downtown Boise’s parking and mobility
• Work closely with Valley Regional Transit staff to position and promote City Go and Valley Regional Transit programs to the business community
• Assist team in exploring, designing, launching, and managing new member services, toolkits and benefits
• Plan, promote, and execute membership events including on-boardings, trainings, and tablings
• Manage contact database
• Help inform City Go’s program development with information on member’s wants and needs
• Provide guidance and assistance to leaders to support member recruitment, retention, programming, governance, operations, and training
• Survey and analyze findings on the member experience
• Analyze and report on metrics related to membership goals
• Assist City Go Director with other duties as assigned

Minimum Qualifications:
• Bachelor’s degree in relevant field preferred (i.e. Business Management, Marketing, etc.)
• Three to five (3-5) years of relevant work experience in business development, account management, sales, or transportation demand management
• Excellent written and verbal communication skills
• Values building relationships with members and community stakeholders
• Self-motivation and initiative to work independently
• Excellent interpersonal skills
• Experience using HubSpot preferred, experience with Microsoft Office products, especially MS Excel required


Position open until filled.

Valley Regional Transit is an equal opportunity employer.
Full Time.