

Account Manager



MCKENNA

McKenna's dedicated planning, design and building professionals are in the business of making hometowns home. For over 40 years, we have partnered with municipal leaders to develop and maintain communities for real life. McKenna's services include master planning, economic development, zoning, public engagement, urban design, building department staffing, plan review, code inspection and code enforcement.

POSITION SUMMARY

The Account Manager position is a newly created position within the Building Department, with the main responsibilities to develop and nurture relationships with McKenna's portfolio of building department community clients, Account Managers will liaise between communities and cross-functional internal teams to ensure the timely and successful delivery of solutions according to specific customer needs.

RESPONSIBILITIES

The Account Manager within the McKenna Building Department is committed to ensuring project success and client satisfaction by providing thorough, consistent, and timely delivery of building department support solutions to our communities throughout southeast Michigan. Specific responsibilities include:

- Serve as the primary point of contact between McKenna and client communities to create, build and nourish effective and strategic relationships with customers
- Visit assigned Client Communities on a regular/weekly basis to address operation concerns and issues and resolve any process or operational issues
- Develop a trusted relationship with assigned clients and McKenna as well as other external and internal stakeholders
- Understanding unique community needs, goals and challenges and tailor solutions and services to provide solutions.
- Monitor and track KPI's for communities including number of inspections, permits, revenue, plan review acceptance rate, code enforcement actions and others.
- Enhance department and McKenna reputation by accepting ownership for accomplishing new and different requests and exploring opportunities to improve and add value to client communities
- Responsible for keeping current clients satisfied and delivering exceptional client service on a day-to-day basis
- Responsible for working with internal team to onboard and integrate new communities and develop new community relationships
- Ability to negotiate contracts and manage pricing
- Manage community contracts and renewal process
- Identify opportunities to renew contracts, sell additional services and increase revenue within existing clients

PERFORMANCE STANDARDS

Members of McKenna's professional building services team, including Account Managers are evaluated on specific performance standards, as follows:

- Ability to effectively collaborate with clients (under supervision) and other McKenna professionals
- Capability to multi-task, set priorities, and work under pressure
- Knowledge of local building codes and current construction procedures/technology
- Interpretation of codes in the field and ability to provide code compliant solutions
- Must possess the ability to positively interact with staff members, the general public, contractors, governmental entities, and other clientele

POSITION REQUIREMENTS

The successful Account Manager will possess the following educational and experience background:

- Bachelor's Degree in business or related field
- Five (5) or more years of success in working within a municipality and/or professional building services, whether public or private.
- Proven track record of managing client accounts successfully
- Experience utilizing Microsoft Office Suite; experience utilizing BS&A software a plus
- Natural relationship builder with integrity, reliability, flexibility and maturity
- Self-motivated and able to thrive in a results-driven environment
- Excellent verbal and written communication skills
- Demonstrated ability to exercise initiative and sound judgment
- Ability to build rapport and trust with both internal team members and client communities
- Excellent time and project management skills and a commitment to improving inefficient or stagnant processes
- Keen attention to detail
- Strong customer service orientation
- Ability to respectfully function as a productive and enthusiastic member of a team, under direction of McKenna's Leadership Team

HOW TO APPLY

To apply for this position, send your resume in confidence with general salary expectations to the attention of Human Resources at hr@mcka.com. Competitive compensation offered based on experience.

McKenna strives to create a dignified work environment where all team members can thrive. Candidates with non-traditional backgrounds and transferable experience are encouraged to apply.