

Account Specialist

Our next Account Specialist team member will be a natural problem solver who enjoys tackling a problem with optimism and skillful thought, will prefer a busy day to a slow day, and will excel at organizing information from numerous sources. Our ideal candidate will also have experience in the Architecture and Construction industry and/or experience with training and support of AutoCAD software.

The primary purpose of the Account Specialist is to build relationships with potential and existing customers by answering their questions and providing solutions for their current workflow, enabling them to determine if Bluebeam is the best solution for them.

Responsibilities

- Answer customer questions about software products
- Follow up on and respond to leads by email and phone (no cold calling involved)
- Generate price quotes and take phone orders for software purchases
- Provide suggestions and feedback to the rest of the Bluebeam team
- Occasionally attend trade shows to represent Bluebeam
- Conduct software demos in person and via the web

Requirements

- Must be well organized, detail oriented and able to prioritize numerous tasks
- Must have excellent communication skills, both written and verbal
- Must have great interpersonal and customer service skills
- Must be a self-starter and be comfortable with ambiguity
- Must demonstrate emotional maturity and sound judgment
- Must have a helpful personality and like to solve customer business problems
- Must demonstrate a strong level of comfort learning new technology
- Experience in a technical field a plus (hardware/software)
- Experience in the Architectural and Construction field a plus
- Strong computer skills including Microsoft Word, Excel, PowerPoint a must
- Experience with AutoCAD, Visio, Microstation, SharePoint and PDF software, a major plus
- College degree required

Think you're a good match?

Please send the following to work@bluebeam.com

Cover Letter

Resume

Describe in your own words how you believe Account Managers can effectively build strong relationships with customers.

