

## National Account Manager

### About CCB Technology

CCB Technology delivers award-winning IT support and project services tailored for businesses and nonprofits across the nation. Our solutions are designed to be flexible and scalable, addressing the specific needs of organizations of all sizes. With a commitment to empowering clients, we provide expert-managed services that ensure operational efficiency and success. At CCB Technology, we prioritize client satisfaction and long-term partnerships.

### Role Overview

The National Account Manager is an inside-sales role responsible for managing and growing a national portfolio of customer accounts. This role focuses on both account retention and new business development through proactive outreach, consultative selling, and relationship management. The NAM serves as a trusted advisor to clients, helping them identify technology needs, navigate solution options, and receive exceptional support throughout their lifecycle with CCB.

### Key Responsibilities

#### Account Management & Client Success

- Serve as the primary point of contact for assigned accounts, ensuring timely responses to inquiries, requests, issues, and service needs.
- Build, maintain, and strengthen long-term client relationships through proactive engagement and consultative communication.
- Manage renewals, licensing cycles, and ongoing technology requirements to support client operations and drive retention.
- Identify opportunities to expand solution adoption across hardware, software, cloud, and IT services.
- Conduct outbound prospecting to generate net new opportunities.
- Perform discovery conversations to understand client needs and recommend suitable technology solutions.
- Prepare accurate quotes, proposals, and solution recommendations based on client needs and competitive best practices.
- Accurately document client interactions, opportunities, and account activity in CRM, maintaining up-to-date pipeline and forecast data.
- Collaborate with internal teams to deliver seamless client experiences and achieve shared business objectives.

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### Qualifications

#### Required

- Associate's degree (or equivalent experience); Bachelor's degree preferred.

- Strong written and verbal communication skills with the ability to engage professionally with clients.
- Ability to manage multiple priorities in a fast-paced, dynamic environment.
- Problem-solving skills with a consultative mindset.
- Proficiency with Microsoft Office, Microsoft 365, and CRM systems.

**Preferred**

- Experience in MSP sales, technology sales, IT services, cloud solutions, or related B2B environments.
- Experience in inside sales or account management roles with revenue responsibility.