



JOB DESCRIPTION

ESS Executive - Account Executive

Employment Type: Full-time | Hybrid | Remote

Level: Professional | Senior Professional

Location: Global | USA | Vietnam | Remote & On-site

Position Overview

ESS Executive is seeking high-potential Account Executives on behalf of our clients across various industries.

This position is responsible for developing client relationships, driving business growth, managing customer accounts, and ensuring exceptional customer experiences. The ideal candidate combines strong commercial acumen, relationship-building capabilities, and a customer-centric mindset to support sustainable business growth.

The Account Executive serves as a key link between customers and the organization, ensuring that client needs are understood, solutions are delivered effectively, and long-term partnerships are established.

Key Responsibilities

Business Development

- Identify and develop new business opportunities.
- Build and maintain a strong sales pipeline.
- Conduct market research and customer prospecting activities.
- Generate qualified leads and convert opportunities into business results.

Account Management

- Manage and grow assigned customer accounts.
- Develop trusted relationships with key stakeholders.
- Understand customer objectives, challenges, and business priorities.
- Ensure ongoing customer satisfaction and retention.

Client Consultation



- Assess customer needs and recommend appropriate solutions.
- Present products, services, and business proposals professionally.
- Support negotiations, contract discussions, and commercial agreements.
- Collaborate with internal teams to deliver customer commitments.

Customer Success

- Monitor customer engagement and account performance.
- Address customer concerns and coordinate issue resolution.
- Identify opportunities for account expansion and cross-selling.
- Maintain a high level of customer satisfaction.

Reporting & Performance Management

- Maintain accurate CRM and customer records.
- Track sales activities, opportunities, and account performance.
- Prepare regular sales and account management reports.
- Achieve assigned sales and business development targets.

Required Qualifications

Experience

- 2–5 years of experience in Sales, Account Management, Business Development, Customer Success, or related functions.
- Experience in B2B sales environments is highly preferred.
- Experience working with corporate clients is an advantage.

Education

- Bachelor's degree in Business Administration, Marketing, Economics, Communications, or related disciplines.
- Additional sales or business certifications are a plus.

Professional Competencies

- Strong communication and presentation skills.
- Excellent relationship-building abilities.
- Commercial awareness and consultative selling skills.



- Customer-focused mindset.
- Strong problem-solving and negotiation capabilities.
- Ability to work independently and collaboratively.

Personal Attributes

- Results-oriented.
- Professional and proactive.
- Strong sense of ownership and accountability.
- High learning agility.
- Positive attitude and resilience.

Preferred Qualifications

- Experience in professional services, consulting, education, technology, manufacturing, healthcare, or financial services.
- Experience working with CRM systems.
- Experience managing strategic or enterprise accounts.
- English communication skills are advantageous.

Success Indicators

- Achievement of sales and revenue targets.
- Growth of assigned customer accounts.
- Customer retention and satisfaction.
- Pipeline development and conversion rates.
- Quality of client relationships.
- Contribution to overall business growth.

Why Consider This Opportunity?

- Opportunity to work with leading organizations and growth-oriented teams.
- Exposure to strategic clients and decision-makers.
- Clear career progression opportunities.



- Competitive compensation and performance incentives.
- Dynamic and professional working environment.

ESS Executive

Connecting Exceptional Talent with Exceptional Organizations.