



driveresearch

Account Manager

Job Description

2023

**Better data.
Better decisions.
Better strategy.**





Summary

Want to work for a growing market research company? We need your help. We're looking for an Account Manager to join the Drive Research team to become a key player on our team.

You'll be assisting with all things business development, including managing new and existing accounts and helping to create strategies and approaches for our client's market research studies. It includes joining sales calls, drafting proposals, seeking bids from vendors and partners, working in our CRM, collaborating on company strategy and marketing, and much more. You will be a direct report to our VP of Strategy and will work with the entire team to help grow our business.

Minimum Position Requirements

- 1-5+ years of business development, sales, or account manager experience.
- Bachelor degree with a focus on business administration or a related field.
- Knowledge of Microsoft Office: PowerPoint, Excel, and Word.
- Sales background is a must-have for this position.

Job Duties

- Lead business development calls and sit in on others to take detailed notes.
- Help manage the live chat on the Drive Research website to answer questions.
- Help navigate all the inbound leads to the website and the initial follow-up.
- Ask questions in email and over the phone to help vet qualified prospects for bidding.
- Design outbound strategies to target accounts to grow business.
- Manage and update new contacts, deals, initial outreach, and activity in HubSpot.
- Draft proposals for market research projects in PowerPoint/Google Slides for review.
- Develop a proposal template with plug and play experience/case study pages.
- Contact partners and vendors to collect bids to be built into proposals.
- Draft cost sheets and budgets for proposals in development.
- Work directly with the Vice President of Strategy (and President) on all tasks.
- Draft ideas and write blog posts for the website to generate page traffic.
- Collaborate with the marketing team on outreach to help generate leads.
- Participate in virtual/in-person networking events to grow the Drive Research brand.
- Remain active on LinkedIn to promote the Drive Research brand.
- Other duties as requested (or inspired by your interests).



Other Details

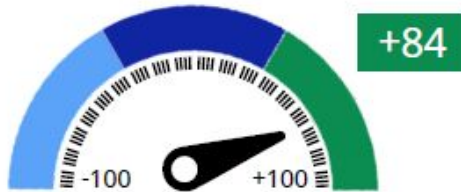
- **Workplace flexibility:** Our office and focus group facility is located at 6702 Buckley Rd. in Syracuse, yet we offer full remote flexibility for the position. We embrace and encourage you to work wherever you are most productive. Success is based on what you do, not where you do it. Before and after COVID, employees were and will be encouraged to work at the office. We entice our employees to get together in-person with on-site happy hours, Nintendo, ping pong, and a slew of snacks at the office. Each employee develops their own mix of in-office work versus remote work.
- **Extensive paid holidays:** Drive Research is closed on the following holidays (many of which your friends will be jealous of): New Year's Day, Martin Luther King Jr. Day, Presidents' Day, Memorial Day, Juneteenth, Independence Day, Labor Day, Columbus Day/Indigenous Peoples' Day, Veterans Day, Thanksgiving Day and Black Friday, and Christmas Day (December).
- **No policy for vacation or time off:** You take the time you need when you need it. We are flexible with your schedule, and we expect you to take full ownership of your work and your deadlines. It's a true give and take employee-to-company relationship, and we all put a lot of trust in each other to step up when needed and kick-up and relax to take that time back when you can.
- **Competitive salary, bonus, and benefits.** In addition to your salary, you will receive a bonus at year-end based on your attainment of business development goals, company success, and your productivity. A quarterly commission program is also available for your role in sales calls and business development. Drive Research offers healthcare benefits with a contribution to your plan through our PEO. A Simple IRA plan is offered after 1-year of employment with a 3% company match. We also provide paid dental and life insurance plans.
- **Equipment and swag:** Our team members are equipped with a Dell Latitude laptop with a wireless keyboard and mouse and work backpack. It's all part of the killer welcome package you receive during your onboarding and training.



Client Satisfaction Ratings

Overview of Client Satisfaction Ratings

**Average Net Promoter Score
Over the Past 4 Years**

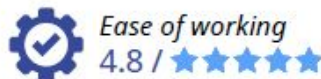


Note: +32 is the average global benchmark

**Top Words Used to
Describe Drive Research**



Areas of Satisfaction (Means)



Ease of working

4.8 / ★★★★★



Communication

4.8 / ★★★★★



Flexibility

4.8 / ★★★★★



Timeliness

4.7 / ★★★★★



Value

4.6 / ★★★★★



Quality of data

4.5 / ★★★★★

Note: Based on a 1-5 rating scale

[See Our Google Ratings Page](#)

This is Why We Do What We Do

“
I have been a research professional for over 40 years. Drive Research is the most responsive, customer-centric company I have ever dealt with. I recommend them to any company needing marketing research services.”

“
Each time I've worked with Drive Research, they were timely in their work and thorough in their communication. I learned something new about how our target audience views us and they gave me the data I need to support making changes to our model. Highly Recommended!”

“
Drive Research was incredibly easy to work with, understood our needs, communicated clearly and promptly. I can tell they all care about what they do, and they've got talented folks on board who do a job well done.”

[Read More Client Testimonials](#)

Our 4 Core Values



Responsiveness

We eat, sleep, and live market research. To accelerate insights, we prioritize communication. Our team follows-up with clients immediately, pushes the status quo for turnaround time, and creates a new definition for fast. We put in the extra time that other market research firms do not (because we enjoy it).



Growth

We invest in our employees, our company, our culture, our clients, and the community. We want our staff to grow personally and professionally while also helping our clients' organizations grow. Our give-back program donates a portion of revenues for each project, which also helps grow our community. Everybody wins.



Perspective

Market research focuses on others' perspectives, opinions, and beliefs. We employ the same strategy with our market research clients. We center our entire business model around you. We walk in your shoes from research design to analysis, through recommendations. We answer your questions before you ask.



Drive

After all, it is our name. Drive Research is more than just data-driven strategies. Drive relates to our passion for our work, flexibility in our work environment and with client projects, and the impact and ROI our market research generates. We ask more from our market research, you should too. We believe in better.



Contact us



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