

About Neighborhood Trust

Neighborhood Trust is a national nonprofit social enterprise and marketplace innovator creating solutions to better meet the financial needs of low wage workers. Our solutions are designed to create high-impact, systemic change by directly serving both individuals and institutions. We help workers eliminate and avoid debt, which enables them to build savings, escape the vicious cycle of living paycheck to paycheck and assert control over their financial lives. For over 25 years, we've worked side by side with workers, collected vast data and qualitative insights about the financial challenges they face, and built strategic partnerships across the financial services ecosystem.

Our work is grounded in our understanding that our economy was founded on and has grown through racist policies and institutions, which have depleted the wealth and the economic mobility of people of color. Therefore, we serve our clients cognizant of the structural inequities that are their reality today and that live within their personal histories. This lens informs all our efforts, from our direct services to the way we share insights with peers, policymakers and the market.

Position Profile

Within Neighborhood Trust, the Account Manager plays a critical role on the Business Development team, driving customer success and ensuring a clear communication loop back to other functions within the broader team (sales & marketing, service delivery, product & innovation, etc.). Importantly, the Account Manager represents the voice of the customer and should have a pulse on customer motivations, aspirations, and challenges. Initially, there will be a special focus on employer, credit union and other community development financial institution customers, with the opportunity to learn additional customer types as we continue to grow and evolve our impact strategies. A successful Account Manager will use customer insights to inform broad strategy discussions as well as day-to-day engagement tactics at all levels of our organization.

About You

You are customer-focused, defining their success as your own. You have experience managing a portfolio of customers while providing an experience that feels singular to each individual account. You easily share best practices to negotiate improved results in product and service utilization by your customers. You understand strategic partnerships and customer relationship complexities and handle complications with diplomacy. You cultivate trust among colleagues as well as your customers. You recognize how your customers' success contributes to the social impact of a mission-driven organization.

Definition of Success:

- Prioritizes work appropriately based on customer tiers
- Develops and executes meaningful, well-informed high-impact worker engagement strategies and program participation projections for customer accounts
- Collaborates with marketing on engagement campaigns
- Meets account renewal expectations (measured in terms of percentage renewed and revenue generated)
- Maintains detailed, accurate customer records in Salesforce and/or similar CRM platforms
- Communicates clearly with other internal teams (Operations, Product, Programs, Innovation, etc.) about customer needs and expectations

Your Responsibilities:

Specific Responsibilities Include:

- Managing relationships with customers, resolving conflicts and issues to achieve business goals
- Collaborating to develop and implement engagement strategies to drive worker participation rates
- Executing all post-sales activities including program implementation and launch, execution of marketing plan, and continued service throughout year including renewal activities
- Implementing & documenting processes and structures that can be replicated with other customers
- Meeting established timelines for communications and delivering engagement touchpoints according to the established timeline
- Ensuring successful preparation of customer performance metrics and issuing reports to customers
- Lending support to marketing and sales teams in administration of marketing campaigns

Position Details:

- Status: Full-time, exempt
- Initially Reports to: VP of Business Development
- Location: While periodic travel will be required to our headquarters in New York City, this position can be performed remotely and candidates located anywhere in the U.S. are encouraged to apply.

Compensation and Benefits Package:

- Annual salary: \$70,000–\$85,000—commensurate with experience and qualifications
- 100% employer-paid medical, dental and vision premiums for employees (savings of \$6K–\$10K per year)

- Eligible for 401(k) participation immediately, with up to a \$1K per year in employer match, vested immediately
- 12 weeks paid family leave for full-time employees, with schedule flexibility upon return to work for eligible employees
- Generous paid time off per year—12 paid holidays, 15 vacation days (grows with tenure), 6 personal/sick leave days, 1 civic engagement day
- Access to Health Flexible Spending Account, Dependent Care Flexible Spending Account, Life Insurance, and long-term and short-term disability plans

To Apply:

We are committed to building a diverse and inclusive workplace that reflects the diversity of our clients. We especially seek applicants with lived experiences of financial hardship or systemic exclusion. Staff from all backgrounds can contribute meaningfully to our mission, and we recognize that those who come from the communities we serve have a uniquely powerful perspective.

Please send your resume to hr@neighborhoodtrust.org with the subject line “Account Manager”.

Neighborhood Trust is an equal opportunity employer and we are committed to equal employment opportunity in all decisions related to employment, promotion, wages, benefits and all other privileges, terms and conditions of employment.