

**Open position:**

Account Executive for arbitration and mediation company (legal services).

**Location:**

National Arbitration and Mediation (NAM)  
990 Stewart Avenue, Suite 140  
Garden City, NY 11530

**Description of job duties:**

This role will be a critical sales/customer service position that involves promoting the company's arbitration and mediation services with existing and potential clients. This person will work closely with peer team members in managing their accounts and in achieving annual sales and service objectives. The position requires heavy phone contact.

**Responsibilities:**

- Maintain regular contact (verbal and written) with all assigned clients
- Timely follow-up on all client requests
- Efficient and timely follow-up with peer team to ensure the highest degree of customer satisfaction
- Record daily all sales and service activity in company CRM system
- Attend and participate in weekly sales and training meetings
- Occasionally represent the company at special events and industry functions
- Ensure compliance with all relevant regulations and laws and ethical principles
- Occasionally visit clients on-site or at other company locations

**Knowledge & Skills:**

- Strong verbal and written communication skills
- Outgoing and works well in a team environment
- Knowledge of basic MS-Office programs including Word and Excel
- Strong client relationships skills with effective interaction
- Effective hands-on operational/execution skills

**Education:**

- Bachelor's or Associates degree
- Current driver's license and insured automobile

**Compensation & Benefits:**

- Base salary commensurate with experience, plus monthly bonus opportunity
- Normal Business Hours: Monday-Friday, 8:30 am to 5:30 pm (to 5pm on Fridays) with 1 hour for lunch.

- Vacation: 2 weeks to be taken on a calendar year basis; 3 weeks after 5 years of employment
- Personal days: 2 days per calendar year
- 1 Floating holiday per year (Martin Luther King day, President's day or Columbus day)
- Sick time: 6 sick days per calendar year
- 401K plan: immediate ability to enter plan; company match of 25% of employee's contribution up to a max of 3% (match to vest after 2 years of employment)
- Medical insurance on the 1<sup>st</sup> of the month following 30 days of employment: currently with United Healthcare
- Dental insurance on the 1<sup>st</sup> of the month following 30 days of employment: currently a choice of Empire Dental or Healthplex/Capdent
- Group life term insurance for 2x salary (fully paid for by company) after approximately 3 full months of employment – as of the beginning of the next first of the month
- Voluntary disability insurance