

The Rocky Hill office is seeking enthusiastic professionals to join our expanding operations. The Account Manager will be the communication liaison between the corporate office and our clients. The AM will be responsible for resolving any issue that may arise by working with the CCO team.




Responsibilities/Tasks

- Allocate available resources to enable successful task performance
- Conduct Performance Review Process (Bi-Annually)
- Coach, mentor and discipline office staff when necessary
- Design, implement and ensure filing systems are maintained and up to date
- Establish and monitor procedures for record keeping
- Work with IT department to ensure security, integrity and confidentiality of data
- Design, implement, and oversee adherence office policies and procedures
- Analyze and monitor internal processes
- Implement procedural and policy changes to improve operational efficiency
- Manage internal staff relations
- Maintain a safe and secure working environment
- Implements human resources programs by providing human resources services, including talent acquisition, staffing, employment processing, compensation, health and welfare benefits, training and development, records management, safety and health, succession planning, employee relations and retention, AA/EEO compliance, and labor relations; completing personnel transactions.
- Develops human resources solutions by collecting and analyzing information; recommending courses of action.
- Improves manager and employee performance by identifying and clarifying problems; evaluating potential solutions; implementing selected solution; coaching and counseling managers and employees.
- Completes special projects by clarifying project objective; setting timetables and schedules; conducting research; developing and organizing information; fulfilling transactions.
- Manages client expectations by communicating project status and issues; resolving concerns; analyzing time and cost issues; preparing reports.
- Prepares reports by collecting, analyzing, and summarizing data and trends.
- Protects organization's value by keeping information confidential.

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- Complies with federal, state, and local legal requirements by studying existing and new legislation; anticipating legislation; enforcing adherence to requirements; advising management on needed actions.
- Enhances department and organization reputation by accepting ownership for accomplishing new and different requests; exploring opportunities to add value to job accomplishments.

Desired Qualifications/Traits

- Strong interpersonal and communication skills
- Positive "CAN DO" Attitude
- Strong problem solving skills
- High standard of professionalism
- Teamwork
- Ability to work independently and cohesively in a group
- Innovative
- Driven
- Energetic

Minimum Qualifications:




- Bachelor's Degree or higher
- Strong organizational skills
- Strong written and oral communication skills
- Knowledge and ability in the Microsoft Office Suite

This job requirements list is not a complete description of all responsibilities but the list reflects the general qualifications, duties, and/or responsibilities necessary to perform this position. CCO, LLC reserves the right to revise the job description when circumstances are necessary for reasons like, but not limited to, new systems, technical developments, emergencies, work-load, and/or personnel changes.

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