



# Account Manager

**Reports to:** Chief Revenue Officer  
**Location:** Remote (US)

**FLSA Status:** Exempt  
**Hours:** Full Time

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## About Bound

We believe an athletic director's job is one of the most critical in a community: to shape the lives and experiences of student-athletes. But as we listened, we learned that with dwindling budgets and growing responsibilities, they've had no choice but to spend more time managing logistics than leading their teams and programs. After countless conversations, we gained a deep understanding of their challenges, from handling transactions to managing schedules and tracking results.

This insight was the catalyst for Bound. We created an all-in-one platform to give ADs back their time. With our OneSchedule Technology at its core, our platform integrates essential tools like Activity Registration, Tickets and Passes, and 20+ additional solutions. Today, Bound empowers schools across the country to manage every aspect of their athletics and activities, all within a single, unified solution.

We're not just a software company; we are a team made up of former athletic directors, administrators, coaches, parents, and fans. We all share one core belief: in the power of youth sports and activities to positively impact communities and the people who live in them.

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## About the Role

Account Managers at Bound play a critical role in strengthening customer relationships, driving product adoption, and unlocking value for our customers leading to new revenue opportunities. This role focuses on retaining, renewing, and expanding existing customer accounts by deeply understanding their needs and connecting them with the right Bound solutions. You'll partner closely with Customer Success, Product Marketing, and Solutions teams to deliver a seamless, value-driven customer experience.

This is a high-impact role for someone who loves building relationships, spotting opportunities, and helping customers get more value from the tools they use every day.

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## Key Responsibilities / What You'll Do

### Customer Relationship Management

- Manage a portfolio of existing customer accounts with a focus on retention, renewal, and upsell opportunities
- Build trusted, long-term relationships with key stakeholders, including decision-makers and power users
- Conduct regular check-ins, business reviews, and strategic conversations to understand customer goals and uncover growth opportunities

### Revenue Growth & Upsell Strategy

- Identify and qualify opportunities to expand product usage, add new features, or increase license counts
- Create and deliver tailored proposals, demos, and pricing strategies aligned to customer needs
- Collaborate with Product Marketing and Solutions teams to align upsell motions with customer objectives

### Cross-Functional Partnership

- Partner closely with Customer Success Managers to ensure strong product adoption and overall customer health
- Act as the voice of the customer by sharing insights, trends, and feedback with Product and Leadership teams

### Operational Excellence

- Maintain accurate records of customer interactions, forecasts, and pipeline activity in HubSpot
- Track renewal timelines, expansion opportunities, and account health metrics
- Contribute to process improvements that strengthen the customer lifecycle and revenue operations

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## Required Qualifications

- 3–5 years of experience in account management, customer success, or a related revenue-focused role
- Proven ability to manage a book of business and drive renewals and upsells
- Strong communication skills with the ability to build trust and influence stakeholders
- Experience delivering demos, proposals, or value-based presentations
- Familiarity with CRM tools (HubSpot preferred)
- Ability to collaborate cross-functionally and thrive in a fast-growing, evolving environment

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## Preferred Qualifications (Nice to Have)

- Experience working with SaaS products or in a tech-enabled environment
  - Background partnering with Customer Success or Product teams
  - Experience with structured account planning or revenue forecasting
  - Experience with the Bound platform as an Athletic Director or other user
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## Who You Are

- You're self-organized, proactive, and driven to help customers and the company reach its goals.
  - You're comfortable engaging in direct conversations with customers around value and pricing.
  - We're building a company where customer relationships are at the center of everything we do. As an Account Manager, you'll have the opportunity to shape how customers experience our product, influence our roadmap, and directly contribute to revenue growth. You'll join a team that values curiosity, collaboration, and continuous improvement.
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## Work Hours & Flexibility

Bound does not operate on a traditional “routine” workweek. When work needs to be done, we collaborate to get it done — whether that’s in the morning, afternoon, evening, or occasionally on weekends.

At the same time, Bound supports flexibility for personal needs, family events, appointments, and time to recharge. Employees are trusted to manage their schedules while meeting deadlines and delivering high-quality work.

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## Work Location

Bound supports **remote and hybrid** work. Some roles may require on-site presence depending on team needs and responsibilities. Location expectations for this role:

Remote within the state assigned with occasional travel for in person collaboration.

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## Physical Requirements (Essential Job Functions)

- Hybrid role with semi-annual travel for in person collaboration
  - Occasional travel for customer meetings, conferences, or team events
  - Ability to manage multiple accounts, priorities, and deadlines in a dynamic environment
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## Why Join Bound?

### Bound Core Values:

- **Moments Matter** – We work for moment creators.
- **Hands On. Hands In.** – We live these problems and live to solve them.
- **You Are Unusual** – Everyone was given remarkable gifts. We want to see those in action.
- **We Figure It Out** – We don't dwell on a problem or issue, we work together and figure it out.
- **Learn It Alls** – We are learn it alls, not know it alls

### Benefits:

- Flexible work hours
  - Unlimited PTO
  - 11 Holidays annually
  - Retirement savings - up to 3% match
  - Medical, dental and vision with employer contribution
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## How to Apply

To be considered, please complete the application at the following link:

<https://forms.gle/Tuv8tVzu8VeanBco6>

*Bound is an equal opportunity employer and does not discriminate based on race, color, religion, sex, national origin, age, disability, or any other protected status. Bound is committed to providing reasonable accommodations to qualified individuals with disabilities. If you need an accommodation during the application or interview process, please contact us.*

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