

Job Description: FedCiv Senior Account Manager at The Outpost, LLC

Position: FedCiv Senior Account Manager

Location: Washington, D.C. Metro Area

About The Outpost, LLC:

The Outpost, LLC is a leading advisory and technology accelerator firm, deeply integrated within the realms of Technology, National Security, and Capital. Our primary mission is to expedite the deployment of innovative solutions across federal civilian agencies (FedCiv) to enhance public sector efficiencies and capabilities. Our team, composed of industry veterans, former government officials, and technology experts, is dedicated to achieving significant impacts through strategic innovations and maintains our core value of "DOING GOOD."

Position Overview:

The Outpost, LLC is seeking an experienced FedCiv Senior Account Manager to join our Washington, D.C. team. In this critical role, you will oversee and enhance relationships with our Federal Civilian sector clients, ensuring the successful delivery of technological solutions that align with their strategic goals. This position requires a savvy professional skilled in navigating federal agency landscapes and capable of effectively managing multiple client accounts.

Key Responsibilities:

- Client Relationship Management: Develop and sustain strong, productive relationships with federal civilian agency clients, understanding and meeting their needs to drive satisfaction and retention.
- Strategic Account Planning: Create detailed account plans to set objectives and strategies for long-term development and success with each client.
- Project Oversight: Coordinate with project management teams to ensure deliverables align with client expectations and timelines, overseeing project status and adjusting strategies as necessary.
- Stakeholder Engagement: Act as the primary liaison between The Outpost, clients, and relevant stakeholders, facilitating meetings and communications to ensure clear and consistent engagement.
- Solution Advocacy: Educate clients on The Outpost's offerings and innovations, tailoring presentations and demonstrations to showcase the benefits relevant to the client's unique challenges.

- Feedback Integration: Gather client feedback to inform continuous improvement in service offerings, collaborating with technical teams to tailor solutions that better meet client needs.
- Reporting and Analytics: Provide comprehensive updates to internal and external stakeholders about account status, opportunities, and strategic plans.
- Revenue Growth: Identify upselling and cross-selling opportunities to increase revenue while enhancing client satisfaction.
- Compliance and Quality Assurance: Ensure all account activities uphold the highest standards of compliance and quality, aligning with both organizational policies and federal regulations.
- Contribute to proposal development and business development activities

#### Qualifications:

- Proven experience in account management or client service, specifically within the federal government or FedCiv sectors, preferably 10 years
- Strong familiarity with the federal civilian marketplace, including key agencies, procurement processes, and regulatory environments.
- Excellent communication, negotiation, and interpersonal skills, capable of fostering strong client relationships.
- Robust problem-solving abilities with a track record of managing complex client issues effectively.
- Ability to manage multiple accounts and projects with a high degree of autonomy and accountability.
- Passionate about leveraging technology to solve critical public sector challenges.

#### Compensation:

Competitive salary and benefits package, commensurate with experience and qualifications.

#### Application Process:

Qualified candidates are encouraged to apply by submitting a resume, cover letter, and any additional supporting documents to [careers@theoutpost.com](mailto:careers@theoutpost.com). We value diversity and inclusivity and encourage all interested candidates to apply, helping us drive impactful solutions in the federal civilian space.

At The Outpost, LLC, we are committed to building a team that represents a variety of backgrounds, perspectives, and skills. We look forward to receiving your application and potentially welcoming you to our team.