

Job Title: Account Manager

Location: Remote (North America)

Company: OK Alone – Lone Worker Safety

Type: Full-time | Permanent

Salary: Competitive + Performance-based incentives

About OK Alone

OK Alone is a fast-growing SaaS company dedicated to keeping lone workers safe across the globe. Our easy-to-use mobile and web platform ensures employees working alone or in hazardous environments are connected, protected, and supported. Trusted by thousands of companies worldwide, we are passionate about innovation, reliability, and making a real difference in workplace safety.

Overall Purpose of the Role

As an **Account Manager** at OK Alone, your primary focus will be to manage and grow relationships with our existing customers. You will serve as a trusted advisor and the main point of contact for your portfolio of clients, ensuring their satisfaction, retention, and expansion with OK Alone's services. This role is perfect for someone who loves building relationships, solving problems, and delivering value in a technology-driven environment.

Key Responsibilities

- **Customer Relationship Management:**
Serve as the main point of contact for assigned accounts, building long-term relationships and trust with key stakeholders.
- **Onboarding & Training:**
Support new clients through the onboarding process, ensuring they understand how to get the most value from OK Alone's platform.
- **Client Retention & Satisfaction:**
Proactively engage with clients to ensure ongoing satisfaction and usage, addressing issues before they become problems.
- **Upsell & Expansion Opportunities:**
Identify opportunities to expand usage, add features, or upgrade plans based on client needs and usage patterns.
- **Renewals & Contract Management:**
Lead the renewal process for your accounts, ensuring smooth transitions and minimal churn.
- **Cross-Team Collaboration:**
Work closely with Product, Support, and Sales teams to relay customer feedback, resolve issues, and contribute to ongoing improvements.

- **Reporting & Metrics:**

Track customer engagement, product usage, and account health. Use CRM tools to maintain accurate records and forecast growth.

About You

- 2+ years of experience in account management, customer success, or sales—ideally within SaaS or tech.
 - Strong communication and interpersonal skills with a passion for helping customers succeed.
 - A proactive and solution-oriented approach to managing client needs.
 - Comfortable managing multiple accounts and priorities in a remote environment.
 - Experience with CRM platforms like HubSpot, Salesforce, or similar.
 - Knowledge of or interest in worker safety, lone worker monitoring, or EHS is a plus.
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Why Join OK Alone?

- Work with a mission-driven company making a real impact in worker safety.
 - Fully remote team with flexible hours and a strong focus on work-life balance.
 - Competitive salary with bonus potential tied to performance and customer outcomes.
 - A collaborative, inclusive, and growth-oriented team environment.
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Ready to Join Us?

Send your CV and a short cover letter explaining why you're a great fit to Richard.bedworth@peoplesafe.co.uk