



Associate Account Manager

Posted by: Patsnap Canada

Posting date: 10-Aug-2025 **Closing date:** 06-Feb-2026

Education: Bachelor's degree in Science, Computer Science or Engineering

Language: English

Job location: Toronto

Salary: \$68,469 - \$74,880 Per Year

Years of Experience: 2 years

Vacancy: 1

Job Type: Full Time

Job id: CAJ3345542

Job description:

Location: 26 Wellington Street East, Suite 906, Toronto, Ontario, M5E 1S2

Role Summary:

It is a unique opportunity to take full ownership of the customer lifecycle from identifying and developing new opportunities to managing and growing existing relationships. As an Account Manager, you'll play a key role in driving revenue, with approximately 60% of your time focused on new business development across both new and existing accounts, and 40% on renewals and ongoing account management.

Key Responsibilities:

- Key point of contact for an account pack consisting of our mid-size customers, working towards a gross renewal target
- Build and maintain strong relationships with some of the world's greatest innovators
- Negotiate and execute contracts to maximize annual recurring revenue

- Collaborate with sales team to identify and grow opportunities within your account pack
- Manage risk assessment plan for account pack with next steps and actions in place
- Consistently deliver rolling 90-day forecasts
- Keep up to date with all major product updates and articulate their value to our clients
- Clearly communicate progress of initiatives to internal and external stakeholders

Qualifications and Skills:

- 2+ years of experience in a B2B Sales/Customer Success role
- Bachelor's degree in a STEM field, preferably in Science, Computer Science or Engineering
- Proven experience in SaaS account management or sales, with a strong track record of conducting product demos and managing client relationships.
- Experience in intellectual property (IP), research & development (R&D), or related technical domains is highly preferred.
- Able to articulate complex solutions and deliver business cases that resonate with our customers
- Experience using account planning frameworks to prioritize key tasks and activities within the account pack with a focus on value-based outcomes
- Have a track record of exceeding renewal-based targets
- Comfortable both giving and receiving feedback and looking inward at how to develop and grow
- Curious, adaptable and thrive working in an innovative and fast-paced environment
- Strong listening, negotiation and presentation abilities and are comfortable with value-based selling
- Customer centric and driven by having a positive impact on Patsnap's customers.
- Proficiency in verbal and written in English
- Fluency in foreign languages is a strong asset, given account coverage in different regions.

Work hours: 35 hours a week

Benefits:

- 5 weeks paid vacation (+ 1 day per year of service to a maximum of 30 days)
- Comprehensive benefits package for you and your dependents from day one
- RRSP Contribution Matching
- Access to mental health support
- Maternity and paternity leave
- 2 company paid volunteering days
- Life Insurance
- Commission

To apply for this job vacancy, please send your resume along with a cover letter and a reference letter from your previous employer to the following email: recruitment@patsnap.com

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