



Open Position - Account Manager

Position Title: Account Manager

Department: Operations

Job Function: Coordinating various department functions to deliver to the client excellent product and customer service.

Location: Virginia Beach, VA Corporate Office

Reporting: Chief Operating Officer

About DroneUp

DroneUp is an end-to-end aerial data collection services provider for large, autonomous drone missions; leveraging our patent-pending platform, *Mission Match*[™] in both iTunes & Google Play app stores. Through *Mission Match*[™], DroneUp locates, qualifies and deploys drone pilots to client requirements delivering on-demand drone services in-app alongside 24/7 manned, mission oversight. DroneUp is poised to assist industries in adopting drone services in a variety of industry verticals such as Agriculture, Construction, Inspection, Insurance, Commercial Real Estate & Property Management, and Government Agencies.

Position Summary

DroneUp is seeking an Account Manager who will be responsible for the overall management and delivery of our client's expectations. This full-time position requires working on-premise at a command center in Virginia Beach, VA. The Account Manager will work with various departments to ensure all steps in completing a client's mission moves through the pre-production, production and post-production processes including but not limited to pilot assignment, mission monitoring, data acquisition, client delivery.

The ideal candidate is able to demonstrate an outstanding track record in drone operations, aerial data collections, planning, development, and team management.

This position requires weekend collaboration, travel, and a valid driver's license.

Responsibilities

- Communicates with the clients at all stages of a project to set expectations and ensure their satisfaction.
- Manages multiple missions at one time.
- Works with Marketing to identify pilots for particular missions when necessary.
- Works with the Pilot team to ensure successful completion of all missions.
- Coordinates data processing to meet client deadlines.
- Works with IT to have data delivered to the client.
- Monitors the quality of the data captured to ensure it meets the client requirements.

Qualifications

- Excellent written and verbal communication skills.
- Excellent math and spreadsheet skills.
- FAA knowledge required.
- Part 107 Remote Pilot Certificate required.
- A proven track record managing people in a fast-paced environment with the ability to meet deadlines and ensure client satisfaction.
- Facility with Windows or Mac computers; cell phone apps; using chat features, ticketing systems; and proficiency with Microsoft, Google Suite.
- Understanding file sizes and data processing.
- Highly organized.
- Strong customer service skills.

How to Apply

Please submit your resume and cover letter to careers@droneup.com.