Position: Senior Account Manager
Location: Smyrna, TN | Remote

About FIXX Energy

FIXX Energy is a battery manufacturer headquartered in Smyrna, Tennessee, operating one of the most established LFP battery production facilities in the United States. The site's history traces back over a decade as a cornerstone of early U.S. EV battery manufacturing, representing a foundation of deep technical expertise and large-scale operational experience. Building on this heritage, FIXX Energy is evolving the platform into a modern, flexible manufacturing business serving the fast-growing energy storage market. The company is the first and only American-owned, operating manufacturer of LFP prismatic battery cells for energy storage in the United States. FIXX is focused on delivering high-performance battery solutions and modernizing the American grid—delivering resilient, intelligent power infrastructure that enables the next era of human connection, AI, and advanced manufacturing. By combining proven manufacturing capability with a forward-looking product and market strategy, FIXX Energy is positioned to be a key enabler of the electrified, resilient energy systems of the future.

About the Role

FIXX is seeking an organized, commercially-minded Senior Account Manager to oversee customer relationships following contract execution. This role serves as the primary point of coordination for active customer accounts, ensuring that contractual obligations are understood, tracked, and fulfilled by both FIXX and the customer. The Senior Account Manager will monitor payment performance, coordinate internal follow-through on FIXX and customer commitments, enforce contract terms, and help maintain strong, professional customer relationships throughout the life of the agreement. The ideal candidate is detail-oriented, comfortable working with contracts and financial information, and able to balance customer service with firm contract enforcement. This position initially reports to the Chief Commercial Officer.

Key Responsibilities

1. Account Management & Customer Coordination

- Serve as the day-to-day point of contact for customer accounts after contract execution.
- Understand customer agreements, obligations, payment terms, milestones, and deliverables.
- Coordinate with internal teams to ensure FIXX meets its contractual commitments.
- Communicate with customers regarding account status, deliverables, timelines, and open items.
- Track customer commitments, approvals, documentation, and other obligations.
- Maintain accurate account records, correspondence, status updates, and action items.
- Escalate account risks, disputes, or non-performance issues to leadership as appropriate.
- Conduct periodic operational and strategic business reviews with customers.

2. Contract Administration & Compliance

- Identify deadlines, payment schedules, notice requirements, and enforcement provisions.
- Monitor customer compliance with contract terms and proactively identify potential issues.
- Coordinate with other departments on contract interpretation, enforcement, and amendments.

- Prepare and send notices, reminders, and documentation required under customer agreements.
- Ensure account activities are consistent with applicable contract terms and company policies.

3. Payment Monitoring & Financial Coordination

- Track customer invoices, payment schedules, aging balances, deposits, and milestone payments.
- Partner with finance to monitor payment status and resolve discrepancies.
- Follow up with customers regarding overdue payments or missing financial documentation.
- Support collection efforts while maintaining a professional customer relationship.
- Identify payment risks early and escalate delinquency or non-compliance issues.
- Maintain accurate reporting on account payment status and contractual financial obligations.

4. Issue Resolution & Internal Coordination

- Coordinate internal responses to customer questions, operational issues, and contract concerns.
- Develop action plans for accounts requiring additional attention or remediation.
- Document customer concerns, commitments, resolutions, and follow-up actions.
- Continuously improve customer communication operational processes.
- Provide regular updates to leadership on account health, risks, and key developments.

Requirements

- Bachelor's degree in Business, Finance, Legal Studies, Operations, or a related field.
- 5-7 years of experience in account management, contract administration, customer success, finance operations, collections, project coordination, or a related role.
- Experience reviewing contracts and tracking contractual obligations.
- Strong organizational skills and attention to detail.
- Ability to manage multiple accounts, deadlines, and priorities simultaneously.
- Strong written and verbal communication skills.
- Comfort discussing payment matters and enforcing contractual requirements professionally.
- Ability to work cross-functionally with finance, legal, operations, and leadership.
- Proficiency with MS Office, CRM systems, contract management tools, or similar platforms.

Travel

Occasional domestic travel required.

What We Offer

Welcome to FIXX Energy, where you will have the opportunity to tackle the world's most fascinating challenges alongside exceptionally talented individuals who are driven to make a difference. We strive to ensure that our employees are well taken care of, enabling them to focus on their work and contribute to our collective mission.

We offer:

- Comprehensive compensation packages including a competitive salary and a bonus.
- An inclusive work environment that fosters professional and personal development.
- Medical, Dental and Vision Insurance

- HSA and Flexible Spending Accounts
- 401K with company match
- Life Insurance (Company paid and additional voluntary life available)
- Paid Vacation and 14 Paid Holidays
- Short term and long-term disability coverage (Company Paid)
- Tuition reimbursement

Equal Employment Opportunity

At FIXX Energy, we are committed to providing Equal Employment Opportunity (EEO) to all individuals. We participate in E-Verify and will provide the federal government with your Form I-9 information to confirm that you are authorized to work in the U.S.

Physical Requirements

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodation may be made to enable otherwise qualified individuals with disabilities to perform the essential job functions.

- Ability to sit for extended periods of time.
- Ability to read, write, speak, hear; stand; walk; use hands to finger, handle, or feel; reach and lift with hands and arms frequently throughout the day.
- Required to occasionally lift, push, pull and/or move up to 10 pounds and occasionally required to lift, push, pull and/or move up to 35 pounds.

Work Environment

The individual must be able to perform all essential functions as appropriate in an office, on the plant floor, in meetings, and with employees, management, customers and suppliers.

Candidate must perform the essential duties and responsibilities with or without reasonable accommodation efficiently and accurately, and without causing significant safety threat to self or others.

The statements made herein are intended to describe the general nature and level of work being performed by employees assigned to this job classification. They are not intended to be construed as an exhaustive and inclusive list of all responsibilities, duties, and/or skills required of personnel so classified. Hiring is contingent upon successful completion of drug screen and background check. FIXX Energy, LLC is a drug-free workplace.