

Director of Account Management

At MilkMate, we're on a mission to empower working moms and the employers who support them. MilkMate is proud to introduce the market's first all-in-one, revolutionary breast pumping solution and service that was designed to meet the needs of employees who wish to breast pump in the workplace and employers who care to support them. MilkMate believes that working moms should never have to choose between family and a professional career due to the challenges of breast pumping in the workplace.

MilkMate is seeking a strategic, relationship-driven, and operationally minded Director of Account Management to lead and scale our account management function during a pivotal stage of growth. This role is ideal for a seasoned account leader who thrives at the intersection of customer experience, revenue growth, and cross-functional collaboration.

The Director of Account Management will play a critical role in ensuring long-term client success, driving retention and expansion, and building the processes and strategy needed to support MilkMate's next stage of growth.

A successful candidate will be highly organized, an exceptional communicator, comfortable managing high-value enterprise accounts, and excited to help shape the account management function at a fast-growing startup.

Key Responsibilities:

The Director of Account Management will be focused on the following:

- Build scalable account management processes, playbooks, and reporting to support a rapidly expanding customer base.
- Lead renewal and expansion strategy in partnership with Sales leadership to drive upsell and cross-sell opportunities.
- Own and lead strategic relationships across a portfolio of key client accounts, serving as a trusted advisor to senior stakeholders.
- Collaborate cross-functionally with Product, Operations, and Leadership to deliver an exceptional end-to-end customer experience.
- Drive successful onboarding, implementation, and expansion of MilkMate's solution across enterprise client locations.
- Establish and maintain proactive client engagement cadences, ensuring alignment on goals, impact, usage, and best practices.
- Monitor account health, satisfaction, and performance metrics, identifying opportunities to improve retention and grow revenue.
- Maintain accurate forecasting, account documentation, and CRM hygiene in HubSpot and internal systems.
- Act as the voice of the customer internally, gathering feedback to inform product development and operational improvements.

Requirements & Skills:

- 6+ years of experience in Account Management, Customer Success, Client Services, or related roles, with experience managing enterprise or strategic accounts.
- Proven track record of driving renewals, retention, and revenue expansion.
- Strong executive presence and ability to engage stakeholders at multiple levels, including C-suite partners.
- Highly organized with the ability to manage multiple priorities in a fast-paced, evolving startup environment.
- Strategic mindset with strong operational execution and process-building capabilities.
- Proficiency in HubSpot and Microsoft Office preferred.



This position is based in New York, NY and operates on a hybrid schedule (generally Tuesday–Thursday in office). However, we are open to remote candidates for the right individual.

The compensation range for this role is \$100,000–\$120,000 base salary, plus performance-based commission, benefits, and potential equity. Compensation is based on several relevant factors, including location, professional experience, and related skill sets.

If you are seeking the opportunity to gain early startup experience, are entrepreneurial in spirit, have a “no problem is too big to solve” mindset, and are passionate about supporting and empowering working mothers, we’d love to hear from you as we scale MilkMate in a major way.

If interested in learning more about the role, please contact careers@milkmate.com

MilkMate is an Equal Opportunity Employer and strives to ensure that all employees and applicants are treated without regard to race, color, religion, gender, gender identity or expression, sexual orientation, national origin, disability, age, genetic information, or any other characteristic protected by law. We are committed to promoting diversity and inclusion within our workforce.

MilkMate participates 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. only after a job offer is accepted and Form I-9 is completed.