



Account Manager – Managed Services

Location: Remote

Department: Operations

Industry: Supply Chain Logistics

Type: Full-Time

About Hangar A

Hangar A is transforming the way logistics and supply chain operations are managed. Hangar A LLC is a leading e-logistics automation and services provider, offering one of the industry's most advanced dock-to-door solutions for express cargo delivery.

Role Overview

As an Account Manager within our Managed Services team you will be responsible for managing and growing a portfolio of strategic clients, acting as their primary point of contact, driving adoption of our express shipping solutions, and ensuring value delivery from our platform and services. You will work closely with sales, operations, implementation, and product teams to ensure our clients succeed and expand.

Key Responsibilities

- Serve as the main point of contact for assigned customers, building strong, trusted partnerships.
- Oversee day-to-day managed service delivery, ensuring on-time performance and service quality.
- Liaise with internal stakeholders from the Implementation, Operations, Product and Engineering teams to escalate and resolve client issues, ensure high service levels, and act as the voice of the customer.
- Identify opportunities for process improvements and expanded customer engagement.
- Monitor key performance indicators (KPIs) and prepare regular performance reports.
- Assist in onboarding and managing carrier/partner relationships, including documentation, compliance, service-level monitoring and corrective action when needed.
- Support continuous improvement initiatives: review current processes, identify inefficiencies or pain points, suggest and implement enhancements (automation, standard operating procedures, partner performance improvement, etc.).
- Lead customer facing business reviews (QBRs) and ensure alignment with customer goals.

Qualifications

- Bachelor's degree in Business, Supply Chain Management, or related field.
- 5+ years of account management experience in logistics, supply chain, or transportation.
- Strong communication, analytical, and problem-solving skills.

- Strong proficiency with data/metrics. Comfortable working with Excel (or Google Sheets), generating reports, analyzing trends.
- Experience with logistics management systems or TMS platforms preferred.
- Proven ability to manage multiple clients and priorities effectively.

Why Hangar A?

- Opportunity to join a high-growth, technology-driven logistics company at the intersection of air + ground express shipping and e-commerce.
- A collaborative environment where your ideas for process improvements and operational excellence will be welcomed and acted upon.
- Competitive salary and benefits package.
- Career growth opportunities as Hangar A continues to expand its network, services and footprint.

How to Apply

Ready to take flight with us? Apply today at hangara.com/careers. Please submit your resume and a brief cover note outlining why you want to join Hangar A, with examples of how you've contributed to operations improvements (or handled logistics complexity) in prior roles. We look forward to hearing from you.