JOB DESCRIPTION

| **TITLE** | ACCOUNT MANAGER |
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| **Reports To:** | [ INSERT NAME, TITLE] |

**Job Purpose**

The Account Manager is responsible for managing all aspects of client relations at [Insert Organization Name]. This role entails maintaining long-term and prosperous relationships with clients and ensuring client satisfaction.   
  
This role involves acting as a point of contact for internal and external clients, responding to their inquiries in a timely manner and networking within the industry to scout potential new clients.

**Duties and Responsibilities**

Overall Responsibilities:

* Assumes the role of the primary contact for all clients.
* Establishes and sustains excellent, long-lasting relationships with clients
* Negotiates and closes contracts and agreements to maximize earnings.
* Manage day-to-day operations and communications regarding clients.
* Perform reach outs and communicate proactively with clients.
* Manage and deliver client input and feedback to the appropriate parties.
* Ascertains that clients receive required items and services on time and ensures clients’ objectives or goals are met.
* Escalates any inquiries or client requests to the appropriate party.
* Communicates client requirements and needs to the appropriate party at [Organization Name].
* Establishes relationships as a trusted advisor with major accounts, client stakeholders, and executive sponsors.
* Communicates clearly the status of monthly/quarterly efforts to internal and external stakeholders and clients.
* Finds opportunities for improvement in order to satisfy sales quotas, improve client satisfaction statistics, and other key performance indicators.
* Analyzes and forecasts client account metrics.
* Identifies new business opportunities with existing clientele.
* Assists the sales staff in contacting prospective clients especially with difficult client requests or issue escalations.
* Prepare and maintain records of client interactions and account status.

**Qualifications**

* Minimum of [XX] years experience as an Account Manager, Key Account Manager, Sales Account Manager, Junior Account Manager or other relevant position.
* Working knowledge of CRM software
* A bachelor's degree in Business Administration, [INSERT SPECIALIZATION], or other relevant field.
* Proven ability to manage several account management projects concurrently while keeping a high level of attention to detail and remaining committed to prescribed deadlines.

**Core Competencies**

* Demonstrates ability to communicate with, present to, and influence critical stakeholders at all levels of an organization.
* Excellent listening, negotiation, and presenting skills.
* Demonstrates the ability to develop client-oriented solutions and an aptitude for problem solving.
* Excellent communication skills, both written and verbal.
* Ability to handle multiple priorities at once, excellent time management and multitasking skills.

**Working Conditions**

* Overtime may be required.
* Working hours are generally from [Insert time] to [Insert Time], [Insert Day to Insert Day].
* Extended periods of standing/sitting.
* This position is subjected to high pressure due to work volume, and goals. Overall fast paced environment.