JOB DESCRIPTION

| **Title** | ACCOUNT MANAGER | | |
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| **Reports To** | [INSERT TITLE] | | |

**Job Purpose**

The **Account Manager** is the business representative with whom the client has the most one-on-one interaction. The Account Manager will be responsible for building and maintaining strong relationships with clients, ensuring customer satisfaction, and driving sales growth. This position is in charge of overseeing the daily, routine tasks associated with addressing the customer's needs and concerns as well as maintaining their account activities.

The ideal Account Manager has exceptional communication, computer, and problem-solving skills to be considered for this position. They must be resourceful, analytical, adaptable, and organized, as well as be able to establish rapport with clients.

**Duties and Responsibilities**

Duties and responsibilities include, but are not limited to:

* Develop and implement sales strategies to increase revenue and market share.
* Act as the primary point of contact for clients and manage all aspects of client relationships.
* Identify new business opportunities and maintain a pipeline of potential clients.
* Prepare and deliver presentations to clients, including proposals and project updates.
* Coordinate with internal teams to ensure client satisfaction and project success.
* Monitor and report on market trends and competitive activity.
* Perform data collection and analysis in order to understand more about consumer behaviour.
* Conduct regular follow-up calls and visits with clients to maintain strong relationships and assess needs.
* Keep accurate inventory and account notes records.
* Be updated with company products and services.
* Resolve complaints and prevent future problems by improving processes.
* Perform other related duties as assigned.

**Key Qualifications**

* Minimum of 3-5 years of 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, marketing, or other relevant field.
* Proven track record of meeting and exceeding sales targets
* Proven ability to manage several account management projects concurrently while keeping a high level of attention to detail and remaining committed to prescribed deadlines.
* Proficient in MS Office.

**Core Competencies**

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

**Working Conditions**

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