

## **JD – Account Manager**

### **Job Specification**

- The Account Manager is the person in charge of managing a company's relationships with its customers.
- The Account Manager's role is to oversee a portfolio of assigned customers, develop new business from new and existing clients and actively seek new sales opportunities.
- Account Manager responsibilities include developing strong relationships with customers, connecting with key business executives and stakeholders to achieve personal sales target and company objectives.
- To liaise with cross-functional internal teams (including Customer Service and Product Development departments) to improve the entire customer experience.

### **Responsibilities**

- Serve as the lead point of contact for all customer account management matters.
- Build and maintain strong, long-lasting client relationships.
- Negotiate contracts and close agreements to maximize profits.
- Develop trusted advisor relationships with key accounts, customer stakeholders and executive sponsors.
- Ensure the timely and successful delivery of our solutions according to customer needs and objectives.
- Clearly communicate the progress of monthly/quarterly initiatives to internal and external stakeholders.
- Develop new business with new/existing clients and/or identify areas of improvement to meet sales target.
- Forecast and track key account metrics (e.g. monthly sales results and annual forecasts).
- Prepare reports on account status.
- Collaborate with sales team to identify and grow opportunities within territory.
- Assist with challenging client requests or issue escalations as needed.

### **Requirements**

- Proven work experience as an Account Manager, Key Account Manager, Sales Account Manager, Junior Account Manager, Inside Sales or relevant role.
- Demonstrable ability to communicate, present and influence key stakeholders at all levels of an organization, including executive and C-level.
- Experience delivering client-focused solutions to customer needs.
- Proven ability to juggle multiple account management projects at a time, while maintaining sharp attention to detail.
- Excellent listening, negotiation and presentation abilities.
- Strong verbal and written communication skills.
- BA/BS degree in Business Administration, IT, Sales or relevant field.