

Account Manager Job Description Template

We are searching for candidates who are proactive and passionate about company products and the clients they will interact with. Account Managers will be the point of contact for their clients, building long lasting relationships and will always strive to find the products which best fit the needs of their clients. They will also aid internal departments by collecting information, such as sales leads, customer testimonials and assist in the processing and analysis of customer data and complaints to improve the overall user experience of the products.

To succeed in this position candidates should have exceptional communication and problem-solving skills. You should be resourceful, adaptable and highly organised.

Key Responsibilities:

- Communicate with clients to understand their needs
- Build lasting relationships with clients
- Collaborate with internal departments to fulfil client needs
- Collect and analyse data to learn more about the behaviours of consumers
- Keep accurate records regarding inventory and account notes
- Maintain up-to-date knowledge of company products and services
- Resolve customer complaints and prevent additional issues by proposing improvements to products and processes
- Identify and stay ahead industry trends
- Act as an advocate for clients and on improving their experience with the product

Personal Specification:

- Previous experience in account management or similar positions
- Excellent verbal and written communication skills
- Ability to collect, track and analyse large amounts of data
- Strong problem solving skills
- Ability to create lasting relationships with others within the company and externally
- Understanding of industry trends