## Account Manager Job Description Template Sample

We are seeking an Account Manager to represent our company with existing and new potential clients. Your responsibilities will include building customer relationships with established or new clients and negotiating successful sales of our products.

The Account Manager will troubleshoot customer service issues, and be skilled at developing creative solutions to challenging problems. You are a part-sales person and a part-customer advocate; you recognize the importance of closing deals while keeping our clients satisfied.

The successful Account Manager will listen as much as she or he talks; and will be thorough in documenting these conversations. You are a proven multi-tasker, able to manage a robust funnel of activities. Your work will drive new sales and ensure the effective delivery of services and products to our existing book of accounts. You will consistently meet all established sales and client retention metrics as outlined by your management team.

You are a savvy contract negotiator and can maintain established pricing metrics. You will report directly to the Sales Manager and be part of a multi-state Account Manager team. The Account Manager will seek to leverage marketing initiatives in their ongoing customer contact that could span email, written correspondence, and one-on-one client contact. You are an intelligent and savvy communicator able to articulate our vision and then deliver on your promise to all kinds of customers.

The Account Manager will be assigned a distinct territory and will be responsible for maintaining existing relationships and building new ones within that space. You will work to understand and communicate our key products and services and will document your efforts in our proprietary CRM software.

The successful candidate will be an energetic, passionate addition to our team. As the most consistent client-facing representative of our organization, you will conduct yourself professionally and work hard each day to build our reputation and overall corporate brand.

### Responsibilities

* Daily client-facing contact.
* Builds strong relationships with potential and current customers.
* Can nurture a relationship from introduction to closed sale.
* Able to complete paperwork including customer contracts and daily recorded activity recorded in a CRM platform.
* Smart contract negotiation skills.
* Able to navigate between customers and the company in order to solve problems.
* Forecast and meet all quarterly and annual sales goals.

### Required Skills

#### Educational

* High School Diploma or General Education Diploma (GED) required.
* BA or BS in Business Administration or a related field.

#### Technical

* Skilled in the Microsoft Office suite of products.
* Excellent communicator by phone, in-writing, and in-person, with strong, clear writing and verbal skills.
* Experienced with Customer Relationship Management (CRM) reporting software.
* Can accurately forecast and report quarterly projected sales figures.
* Able to articulate and document client knowledge to cross-functional departments.
* A creative problem solver and conflict resolution expert.
* Ability to understand technical jargon and service offerings and memorize product features and prices.

#### Communication/Organizational

* A strong, affable communicator by email, phone, or in person, with a winning personality that exudes confidence and professionalism.
* Excellent customer relationship builder.
* Able to research, target, and reach new prospects.
* Methodical and efficient with outstanding follow through.
* Able to identify client needs and solve problems through a consultative approach.
* Skilled at defining the needs, wants and priorities of a potential client and craft a customized solution to fit the customer.
* Creatures and offers suggestions that will up-sell existing clients.
* A savvy negotiator, able to potentially close deals.
* A team player able to bridge gaps between internal departments in order to get the job done.
* Ethical and responsible.

### Benefits

* These positions are full-time, with benefits.

### How to Apply

* Apply by forwarding your resume along with a cover letter.