



Example of Account Director Job Description

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Our company is growing rapidly and is looking for an account director. Please review the list of responsibilities and qualifications. While this is our ideal list, we will consider candidates that do not necessarily have all of the qualifications, but have sufficient experience and talent.

Responsibilities for account director

- Ensure that Account Managers support a defined range of products and services to assigned account clients through general product knowledge
- Support service team so that they are able to maintain a positive customer relationship through both written and verbal communication high levels of customer satisfaction by accurately fulfilling customer orders and resolving customer problems on time, with high quality and a positive attitude
- Verify service orders are constructed as required so service team is able to coordinate with sale support to manage account service jobs
- Ensure work orders are complete, processed and forwarded for invoicing
- Ensure that Account Managers are working with scheduling, operations and logistics, and monitor the status and accuracy of initiated work orders
- Ensure that service team efficiently and accurately create, process, distribute and track work orders using standardized operating procedures, software tools, and communications with and basic knowledge of interrelated company departments including vault, billing, credit, sales and operations
- Understand the essential dynamics, strategies, and drivers of their clients' business
- Shape and drive direction and activity on a given piece of business(s)
- Recognize and advance big ideas or opportunities for big ideas
- Work closely with the acct

Qualifications for account director

- A Bachelor's degree and 7-10 years of experience working within the social/digital and agency space
- A proven understanding and expertise in brand strategy, the social/digital space and how it integrates with the wider marketing mix for Fortune 500 brands
- Minimum of 3-5 years related experience in online media sales in the desired region
- Looking for a seasoned generalist with big brand experience - consumer electronics and personal finance experience a plus
- Life science, business or marketing degree
- At least 7 years' work experience, of which at least 2 years should have been spent in client service, project management or sales departments in a communications agency or pharmaceutical company