



## Example of Account Director Job Description

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Our company is growing rapidly and is looking to fill the role of account director. We appreciate you taking the time to review the list of qualifications and to apply for the position. If you don't fill all of the qualifications, you may still be considered depending on your level of experience.

### Responsibilities for account director

- Ensure service delivery is with high quality and exceeds the clients' expectations
- Develops, manages and implements Voice of the Customer (VOC) to regularly gain input and direction from clients ensuring alignment
- Respond to any client issues in an expedient and professional demeanor
- Managing a sales territory to meet and exceed all monthly, quarterly and annual sales goals
- Developing and executing strategic advertising and marketing plans for clients by understanding and exploring client marketing strategies and objectives
- Maintaining accurate sales forecasts, and tracking performance accordingly
- Manage and grow client relationships by providing actionable strategic thinking and
- Develop research analysis techniques to determine customer prospects that LNIS products and solutions can meet prospective customer business needs
- Supervises and assigns duties of all staff assigned to the design and construction management staff assigned to the account
- Lead new business pitches and project opportunities

### Qualifications for account director

- Hands-on knowledge of Datavision and Access databases required

- Minimum 10 to 12 years' experience in customer relationship management within the airline technology space
- German language would be advantageous but not essential
- 3-5 years previous experience in customer support and management
- Prior experience in post-production