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# Example of Account Administrator Job Description

Our growing company is searching for experienced candidates for the position of account administrator. If you are looking for an exciting place to work, please take a look at the list of qualifications below.

## Responsibilities for account administrator

* Responsible for maintaining and updating the National Account customer database
* Responds to customer inquiries via the National Accounts website and 1-800 number
* Acts as liaison between National Accounts clients and numerous internal departments including Area/Region Operations, Legal and Marketing, Risk
* Performs various clerical functions for the department which include ordering supplies, maintaining equipment, processing invoices
* Contact delinquent customers and apply standard collection techniques while maintaining customer service
* Establish and maintain relationships with customer Accounts Payable/Accounting contacts to ensure continued payment of invoices
* Analyze past due portfolio, work proactively to identify potential payment problems, work with A/P, End-Users and Buyers to resolve issues and obtain payment approval
* Meet standard measurements for collection activity, achieve call volume while actively maintaining research and resolution of account issues
* Work with Inside and Outside sales groups to resolve issues
* Work with billing and accounting to research payments and postings

## Qualifications for account administrator

* Understanding of licensed merchandise management
* Program and Account Management experience preferred
* Understanding of the consumer products retail environment helpful
* Intermediate level PC skills (MS Office suite including Outlook, Word, Excel, PowerPoint)
* Undergraduate degree in Business, Marketing, a related field, or equivalent combination of education and experience
* Bachelor's degree plus 1 years IT experience, or 3 years of experience in a technical support role