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# Example of Account Associate Job Description

Our company is looking to fill the role of account associate. 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 associate

* Managing your own portfolio of restaurant chains
* Reporting directly to the Key Account Manager
* Coordinate program implementation event status with support staff (receipt of payment, contract status)
* Managing the day to day relationship with clients to make sure they stay satisfied
* Addresses any billing errors with customer, enlisting support of COS team
* Solicits information from all other internal client touch points (Sales, Service, ) to maintain holistic view of client relationship
* For assigned book of business, responsible and accountable for the successful fulfillment and completion of all client contract deliverables within contract terms from kick-off through campaign close
* Set appropriate expectations with internal teams
* Partnering with Account Managers to enable the identification, planning and delivery of solutions to clients and prospects
* Operate as point of contact for agency planning teams

## Qualifications for account associate

* Exhibit strong organizational, presentation and interpersonal skills including the ability to juggle multiple assignments / clients and cope with stressful situations
* Previous experience in a Customer service and/or support role
* Expert management of Excel functions (Pivot tables, Vlookup, Hlookup, Conditional Formatting)
* A bias for action and an ability to deal with ambiguity
* Intermediate level skill level in most Microsoft Office programs (MS Word, Excel, PowerPoint) the ability to quickly learn online project management or task-tracking tools
* Demonstrated proficiency with Microsoft Excel and strong knowledge of software applications in general, including but not limited to index-provider databases, query tools and Bloomberg