Downloaded from <https://www.velvetjobs.com/job-descriptions/account-leader>

# Example of Account Leader Job Description

Our company is growing rapidly and is looking for an account leader. If you are looking for an exciting place to work, please take a look at the list of qualifications below.

## Responsibilities for account leader

* Reduce/Manage risks to tasks, activities or projects
* Leads the development of wide and deep relationships top to bottom at the Site and broadly across all strategic functions at the Account with high focus on Operations, Reliability and Maintenance authorizers and influencers at the site
* Being a key contributor in developing the overall account vision and strategy from both a tactical and innovative perspective
* Cultivate and safeguard (along with product category specialists) the overall customer relationship by interfacing with customer’s highest buying and management levels
* Supports Account Executives (AE) effective alignment with the Aon Leadership Modeland its pillars of Client Value, Unmatched Teams, Innovation, Results and Values
* Helps Account Executives establish clear roles, responsibilities and performance expectations for their client service teams
* Leads Account Executive recruiting and talent pipeline for assigned area
* Educates Account Executives directly and by assisting with training plans in client management, risk management, insurer interface and Aon resources, processes and tools (including, but not limited to GRIP, Client Promise, Knowledge Exchange, Aon Value Exchange, Time Tracking, Salesforce.com, Jeopardy Reporting and ORBIT)
* Helps Account Executives marshal appropriate Aon resourcesto support retention and sales efforts and to assist clients in unusual circumstances such as large claims
* Working with the Resident Managing Director, leads critical best practice client management efforts including Strategic Account Reviews, Fee Discipline and Client Return to Profitability Planning

## Qualifications for account leader

* Good understanding of national health care system
* Must have Diploma or Certificate in Sales and/or Marketing from reputed Business School
* Good written and verbal communication skills both at technical and non-technical level (English)
* Model the organization's core values, operating principles, and philosophies
* Lead Team Leaders &/or partner with on-shore counterparts to exceed collection department KPIs for the department and deliver great customer experience even when handling challenging situations by offering alternative solutions and enhanced products
* Minimum of 7 - 10 years operations management and leadership experience