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# Example of Account Manager Client Service Job Description

Our growing company is searching for experienced candidates for the position of account manager client service. 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 manager client service

* This position will work closely with the Director of Client Service Executives and Director of Implementation to obtain information related to escalated client issues in order to actively engage with the client and Sales on resolution of issues
* Provide oversight of client relationship and participate in ad hoc client meetings to discuss service and/or client strategy
* Review non-standard requests from clients and pull in appropriate matrix partners for resolution
* Closely monitor expenses to ensure costs stay within the budget defined by Sales
* Plans and directs the delivery of contracted business activities throughout the contract's lifecycle (from business development through contract closure) for portfolio of contracts, not to exceed 6
* Accountable for the financial performance of the contract - in terms of Revenue
* Leads the account leadership team which is comprised of Sales, Delivery Management, & Client Management)
* Analyze customer information, provide recommendations on possible improvements to products and services and offer long-term solutions to retain customers
* Upselling of business products and services to increase feature penetration and improve revenue
* Prepare sales quotes, proposals and contracts

## Qualifications for account manager client service

* A tertiary qualification in a relevant discipline (or equivalent experience)
* At least four years of relevant experience in a customer service or front office role, preferably with strong exposure to Multinational Corporates or Commercial Banking
* Understanding of clearing (such as SWIFT, RTGS, T/T and GIRO) and cash management products (such as Pooling, BPay, Merchant Services, FX and Sweeping)
* Ability to provide quality services in a high inquiry volume environment and meet set metrics
* Good inter-personal, relationship management and influencing skills
* Demonstrated ability to build a collaborative culture and relationships across the organization and with external and internal strategic partners and stakeholders (including clients, sales rep, sales manager, sales support team)