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# Example of Account Representative Job Description

Our company is searching for experienced candidates for the position of account representative. Please review the list of responsibilities and qualifications. While this is our ideal list, we will consider candidates that do not necessarily have all of the qualifications, but have sufficient experience and talent.

## Responsibilities for account representative

* Establish payment schedule and grant extensions of payment deadline
* Assist and navigate maintenance of business issues (competitive intelligence, complaint handling, product information, customer service issues)
* Manage daily reports and update customers accordingly
* Maintain a monthly backlog completion rate of 80-85%
* Thoroughly update all- reports scheduled for revision
* Maintain knowledge of corporate products, services, policies and mission to assist with effective handling of inquiries from both listed accounts and our customers (members)
* Prospect industry suppliers for membership and contact existing members annually within respective territory to educate on services and cross-sell new services
* Document member calls in call report
* Requesting and assembling information provided by various departments to support RFQ’s, RFP’s and entry of POs received from customers
* Coordinating lead-time / availability with production planning, verify product specification and approval for manufacture and sale of material(s), adhere to contractual agreements, and ensure appropriate price is utilized via review of contract, historical, or confirmation with Product Manager

## Qualifications for account representative

* Bachelor’s degree in business administration, communications, supply chain management, or a closely-related field OR an equivalent combination of education and experience
* At least two years of related experience in customer service or closely-related function
* Related experience in the steel, metals or closely-related industry preferred
* Identify and enhance customer value drivers
* Champions the Carnegie Way Method
* Identifies and develops project opportunities across multiple supply chain disciplines