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

# Example of Account Support Representative Job Description

Our growing company is searching for experienced candidates for the position of account support representative. Thank you in advance for taking a look at the list of responsibilities and qualifications. We look forward to reviewing your resume.

## Responsibilities for account support representative

* Act as the central point of contact for corporate clients requiring centralized management
* Work with local customer service and sales teams to ensure the customer’s contract is being adhered to especially with regards to pricing
* Serve as back up customer contact to the corporate account manager for assigned accounts
* Schedules meetings for the Corporate Team
* Supports the Corporate Account Manager (CAM) on customer deliverables, special projects, and problem resolution
* Complete spreadsheets, pulling of data and data entry
* Understand how SF Chronicle and SFGATE's products will achieve ROI for clients, including target demographics, DMA, search, and relevant marketing KPI's
* Track advertiser revenues using tools including internal reports
* Manage phone, e-mail, and chat support for customer account inquiries
* Initiate communication with other teams within our organization and demonstrate judgment regarding the resolution

## Qualifications for account support representative

* Candidate preferred to have 2+ years of Customer Service experience
* Experience in medical/healthcare field, a plus
* Pharmacy Technician License a plus
* Prior knowledge of pharmacy and the use of common medications preferred
* Bi-Lingual Language skills are preferred, but not required
* Exhibit good judgment and reasoning