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# Example of Account Support Job Description

Our growing company is searching for experienced candidates for the position of account support. 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 support

* Create/present technical based content (not limited to web based documentation, videos, presentations)
* Partner with the Account Management team in the best interest of servicing our customer (s)
* Produce proposed draft pack 5 days prior to the client review
* Co-ordinate the booking of the four corporate large meeting rooms for all management in the Customer Service Centre
* Responsibility for the arrangement of hospitality, IT facilities & car parking
* Develop and maintain positive professional relationships with internal and external client contacts and key stakeholders
* Maintain a professional relationship with client contacts
* Understand the Customer Management organisational structure, ensuring active communication with Support functions outside the Portfolio HR, L&D, Planning, Commercial, MI & Insight, Project Management, Change and IT
* Administration support to undertake specific tasks which support the day to day running of the Customer Service Centre
* Ensure Payroll information provided by 11th day of each month

## Qualifications for account support

* A minimum of 5 years of experience customer support, service, applications for an electrical products manufacturer
* Industry experience and/or customer service experience preferred
* Advanced excel skills (v-lookup and pivot table knowledge) preferred
* Continually develops and updates Account Profiles of Named Accounts ensuring all activities, relationship touch-points, PB activities, , are documented and account strategies are implemented
* In conjunction with General Managers, assures customer requirements are met on a daily basis
* Interacts directly with Named accounts assigned to them and their partner MAE across regions