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# Example of Customer Account Manager Job Description

Our growing company is looking for a customer account manager. 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 customer account manager

* Schedule and facilitate onboarding calls with all newly assigned customers to gather all needed customer information and special requirements
* Monitor customer’s accounts on an ongoing basis to identify operational constraints that are preventing us from meeting the customer’s expectation
* Conduct independent analysis of internal performance against customer expectations through business reviews to identify achievement of metrics
* Monitor accuracy of customer billing to ensure compliance with internal billing requirements and communicate as needed with customer and other depts
* Analyze current customer account to identify opportunities for expanded relationships and revenue growth
* Evaluate and determine appropriate delivery method (rail, truck or air) to meet customer’s expectation
* Collaborate and support the Sales Team on developing and implementing a sales strategy to improve and enhance the services provided the customer and their overall revenue
* As the single point of contact, responsibility, and accountability for assigned accounts within the business unit provide day-to-day support by handling customer inquiries and issues, coordinating order entry and fulfillment process, and proactively communicating with customers to ensure satisfaction
* Identify and transition opportunities for new or expanded business based on explicit needs in assigned accounts to sales team, and partner with sales team to engage, pursue, and win new business with existing customers
* Establish and manage day-to-day relationships with applicable levels of assigned accounts when possible, including the focus of receptivity, dissatisfaction, and power when applicable

## Qualifications for customer account manager

* Interpersonal, teaming, and adaptability
* Customer focus and influence ability, contract management and execution including financial compliance
* Act as Primary Contact between the Customer and the Engine Center
* Plan and Manage Customer On-Site Visits to Meet Company Guidelines and Regulations
* B.S or B.A College, university, or equivalent degree in Account Management
* BA Logistics or related field preffered