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# Example of Principal, Account Job Description

Our innovative and growing company is looking for a principal, account. If you are looking for an exciting place to work, please take a look at the list of qualifications below.

## Responsibilities for principal, account

* This position has the authority to substantially affect the relationship between the company and a customer, either from a financial or product development standpoint
* Establish operational SLAs, track performance, look for constant improvements and escalate issues as needed
* Proactively monitor customer service and improve customer satisfaction
* Role location flexible across key locations in the eastern region
* Lead strategy for Go to Market with top ISvs
* Playing a key role in driving strategic enterprise OEM transactions
* Introduce BCS Premier delivery to assigned customers
* Coordinate and manage onsite BCS service delivery
* Drive secured BCS contract renewals and identify potential product and service upsell opportunities
* Assist BCS Inside Sales team members in securing BCS entitlement renewals and upsell opportunities

## Qualifications for principal, account

* Proven ability to lead and assist in business case development with partners
* Strong technical and solution creation aptitude
* Analyze, structure, and negotiate long-term roadmap initiatives with partners
* Broad knowledge of technology and competitive trends and relevance to partners and end clients businesses
* 8 years of successful direct sales experience in industries targeted by ACI (financial institutions, processors, merchants, ), preferably selling payments solutions
* High School degree, GED or equivalent certification or military experience