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# Example of Senior Account Representative Job Description

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

## Responsibilities for senior account representative

* Analyse and follow up sales opportunities and promote services based on customer information, together with Technical Account Manager
* Manage customer relationships from an operational perspective through structured communication
* Analyse and follow-up customer satisfaction results together with TS functions
* Coordinate and follow-up the service events with customers
* Support the preparation of service contract execution and confirm resources for delivery of services and service delivery control
* Coordinate and follow-up Service Contract execution and Service Contract fulfillment
* Support customer inquiries, respond and channel it into the organisation
* Supports contract negotiations and participates in contract negotiations
* Coordinates proposal quotations with the Finance and Marketing department to insure that warranties, liquidated damages, penalties, deferred billing, stocking charge, are understood and properly controlled by all departments
* Maintains records of verbal and written communication with customers and Field Sales Staff relative to contract issues

## Qualifications for senior account representative

* Must have one year of claims, billing, or collections experience
* Minimum 6 years sales and business management experience, including a proven track record
* Degree in IT or Business management is preferred
* Minimum of three (3) combined years of sales and/or automotive experience
* Combined experience developing applications in a specification driven business with automotive OEM and/or tier supplie
* Bachelor's degree in Engineering or Sciences (Chemistry, Applied Science, Materials Science) from an accredited university