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# Example of Senior National Account Manager Job Description

Our company is looking to fill the role of senior national account manager. If you are looking for an exciting place to work, please take a look at the list of qualifications below.

## Responsibilities for senior national account manager

* Maintains and oversees budget for National Account customer service team
* Work with the VP and Director of National Accounts to accurately forecast and manage target levels of service
* Analyze call offered statistics and call arrival patterns to ensure adequate staffing to ensure that established service levels in call handling, email processing are achieved
* Develop and build all key roles in the National Operations Customer Service team
* Partner with customer and sales (as required) to meet/exceed customer SLA expectations
* Ensure that escalations and root causes to escalations are addressed and fixed promptly
* Analyze statistical reports and other documentation to identify trends and implement enhancements to overall performance
* Understand and maximize impact on branch performance, in the area of labour requirements and overall schedule to support the client
* Develop and implement programs that enhance employee motivation and maintain a positive work environment
* Communicate and implement, through staff meetings or one-on-one counseling sessions, company and/or operations policies and procedures

## Qualifications for senior national account manager

* Leading all internal initiatives, contracts and proposals to secure cross functional understanding and alignment on customer projects
* FMCG National Account Management experience within UK market preferred – ideally in tobacco industry
* We are recruiting for a Senior eCommerce Account Manager to take ownership of our biggest online grocery business
* Key responsibility will be to create and sell tailored customer plans that mean both our brands and our customers will win and outperform the competition online
* The role will require working within a multi-functional customer team which include finance analysts, supply chain managers, customer insight managers and shopper marketing
* Ability to complete admin in an accurate timely fashion