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# Example of Service Account Manager Job Description

Our innovative and growing company is hiring for a service account manager. 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 service account manager

* Exceeds sales goals and quotas by utilizing company tools for service and repair growth and cancellation reduction
* Direct report to SP
* Primary responsibility is the Product and Engineering teams focused on Enterprise Wireless solutions
* Create a solid sales pipeline
* Assist/take action where needed
* Expected to interpret routine information and develop appropriate course of action
* Own the key service relationship with the customer, and is responsible for ensuring that WCS services are cross-sold and customer satisfaction is maintained
* Primary duties involve effectively onboarding new clients, coordination of research and communication of results to client questions relating to their business operations and content of products, providing training on functionality for external and some internal clients
* Conduct site surveys of the ethanol fermentation process
* Ensure Appropriate Communication and Knowledge Sharing (best practices) within the regional SAM Community

## Qualifications for service account manager

* Proactive customer problem resolution experience
* Customer front line sales experience
* Fluid power background
* FINRA Series 7, 24 and 63 required or the ability to obtain within department guidelines
* Specific vertical expertise is a plus
* Strong track record of success selling enterprise software solutions into the Emerging Markets countries