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# Example of Service Account Manager Job Description

Our growing company is hiring for a service account manager. To join our growing team, please review the list of responsibilities and qualifications.

## Responsibilities for service account manager

* Maintains a strong working knowledge of company products by attending training classes, and studying factory equipment manuals and supplier information
* Prepares repair job proposals by estimating labor and other job costs using estimating software program
* Prepares service contract bids
* Receives and responds to written and oral questions related to quoted repairs and service contracts
* Monitors the status of current service contracts by visiting job sites and customers within assigned territory, ensuring customer satisfaction with service
* Contacts service customers regarding contract renewal prior to contract expiration
* Keeps timely, well organized records of sales activities including but not limited to proposals, bookings, losses and cancellations
* Utilizes the Customer Relations Management (CRM) tool to update and manage sales pipeline
* Assists in A/R collection efforts to ensure prompt payment from customers
* Covering G aming/Hospitality customers (ex

## Qualifications for service account manager

* Background working with sales projections and constructing assortment plans
* Working knowledge of NuORDER
* Must be able to speak conversational Italian, Italian fluency highly preferred
* Experience reading customer contracts
* MBA or MS or advance education/certification
* Bachelor's Degree OR if no degree, 6+ years of successful client support experience