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# Example of Service Account Manager Job Description

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

## Responsibilities for service account manager

* Attend training that is offered
* Drive sales opportunities and funnel growth
* Handle all aspects of customer service, including entering, tracking and invoicing orders and releasing material for shipment
* Process all EDI orders and maintain EDI cross reference tables per customer
* Heavy communication (via email and telephone) with customer base to handle all orders, inquiries, and follow up in a prompt and professional manner
* Obtaining and evaluating all relevant information to handle inquiries and complaints promptly
* Communicate and coordinate with cross functional departments such as demand planning, pricing, traffic, quality, and accounts receivable
* Promptly responding and assisting agents/customers with damaged shipments and/or mis-shipments
* Investigate, Resolve and Process deductions
* Complete Certificates of Conformance as needed for orders

## Qualifications for service account manager

* Perform duties with a professional manner at all times
* Background in electrical services and energy conservation preferred
* Must be a highly organized, responsive, detail oriented, team player with a "can do" attitude and have the ability to prioritize and complete multiple tasks with a high degree of accuracy
* Requires an individual who is self-directed and self-motivated with an inquisitive nature and has the desire to solve problems
* Bachelor degree in engineering, concentration in Robotics/Automation
* Learning and improving