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# Example of Service Account Manager Job Description

Our company is looking for a service account manager. We appreciate you taking the time to review the list of qualifications and to apply for the position. If you don’t fill all of the qualifications, you may still be considered depending on your level of experience.

## Responsibilities for service account manager

* Work cross functionally with internal departments (R&D, Culinary, Marketing, FS RSM’s, ) to execute short and long term business plans
* Attend relevant industry functions representing B&G in a professional manner engaging in networking opportunities and share learnings with internal team to assist in executing against the defined strategy
* Create service quotes and configurations for customers and partners facilitate any special pricing requests/deal registration requests
* Prepare, analyze and develop an overall solution for new sales
* Maintain individual industry regulatory knowledge technical product knowledge in order to support customer education
* Work closely with Project Management and SKU management team to ensure new SKU / SKU updates release to production in a timely manner to smooth out delivery to customers
* Serve as the link of communication between key customers and internal teams including Operations, Product Management and Finance to ensure timely deliveries of customer product
* Deal with complaints to maintain trust
* Participate in daily planning meetings to coordinate current and forward looking customer requirements
* Be responsible for the maintenance and distribution of customer reports, together with additional reports required by the sales department

## Qualifications for service account manager

* Experience in an international and/or complex matrix type business environment desirable
* Minimum 8 years of experience with selling application solutions
* Bachelor’s Degree and/or three to five years of customer service, account management, and supervisory experience
* Minimum of 2-3 years Financial Services experience with a good understanding of core UK products and services
* Relationship management skills – previous experience in a client facing role
* Strong understanding of IFA and/or institutional business model