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# Example of Services Account Manager Job Description

Our company is looking for a services account manager. Thank you in advance for taking a look at the list of responsibilities and qualifications. We look forward to reviewing your resume.

## Responsibilities for services account manager

* Build rapport with clients by answering questions regarding products, services, and/or pricing to enhance client satisfaction
* Maintain client visitation schedules and conduct business reviews with clients to better understand their needs and how to serve them better
* Manage the service transition activities related to IAM’s infrastructure and application projects
* Design and manage service delivery processes according to Harvard current best practice
* Troubleshoot and anticipate the impact any changes made to the program will have on program delivery
* Act as primary contact for all assigned Exhibitor accounts, maintaining a superior level of customer service and support to all partners consistently
* Ensure all processes are completed on time and correctly, including file loads, new plan and rate acquisition and information required to support new entities acquired by our clients
* Triage client tickets and/or questions (email and voicemail) within 24 hours
* Responsible for implementing DFS strategies to drive identification of incremental revenues through total cost of ownership analysis, lease rolls and asset management methodologies
* Manage direct reports to ensure functional, personal and knowledge development

## Qualifications for services account manager

* Sales training and experience with solution, consultative, strategic and/or conceptual/complex selling is preferred
* Bachelor’s degree preferred, engineering desired
* Demonstrated prior knowledge and expertise of A/C units, cooling towers, generators, and air compressors strongly preferred
* Must be tactful, professional, assertive, and an effective and clear decision-maker under pressure situations
* Ability to deal effectively with customers, sales assistants, and field sales force required
* Ability to make effective promotional and in-depth technical presentations