



Example of Account Associate Job Description

Powered by www.VelvetJobs.com

Our company is growing rapidly and is searching for experienced candidates for the position of account associate. Thank you in advance for taking a look at the list of responsibilities and qualifications. We look forward to reviewing your resume.

Responsibilities for account associate

- For the North America segment, maintains customer profile of client's architecture and processing environment, product matrix, and custom processes to track client interactions
- Work with Sales to ensure Sales Force is up to date
- Build relationships with small-tier and mid-tier clients by acting as day-to-day contact for an assigned portfolio of accounts
- Contact and train clients on Bizrate Insights' tools and services and systems to entrench our position and continue to demonstrate our value within the organization
- Upsell to clients who are participating in Bizrate's survey network to purchase additional services and solutions to meet their needs
- Work with retailers who are not currently using the Bizrate survey to bring them in to Bizrate's survey network
- Respond to Customer Support inquiries (B2B) as needed
- Act as a support player to more senior team members by providing support in scheduling, training, account support and more, while learning and growing your client portfolio within the department
- Manage service activity scheduling and logistics, including orientation calls, on-site presentations, visits to member institutions, service calls (welcome call, 90 day, 180 day), renewal conversations, team meetings and other service opportunities
- Fulfill immediate in-bound service, research and networking requests on behalf of client institutions

-
- Minimum of 2-3 years of experience in digital media with a leading online advertising agency
 - Bachelors degree required, preferably in related field (Economics, Marketing, Finance, Accounting)
 - 1-3 years relevant experience in a financial setting
 - Adept time management skills with ability to handle multiple projects and meet tight deadlines
 - Team player, pro-active, can-do attitude
 - Strong experience in effectively using MS office, advanced Excel skills preferred, PowerPoint skills a bonus