



Example of Account Manager / Client Manager Job Description

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Our innovative and growing company is searching for experienced candidates for the position of account manager / client manager. To join our growing team, please review the list of responsibilities and qualifications.

Responsibilities for account manager / client manager

- Explore and probe appropriate client contracts for increased business opportunities and program expansion of services
- Ensure that best practice is shared across all locations and we deliver a national service while incorporating the local nuances of each site via site inspections and visits
- Deliver quality, diversity and a can do attitude along with great team work to ensure success at all levels
- To work with other service lines to deliver a consistent, quality message about Mitie to the clients
- Ability to build rapport with clients - conducting monthly status meeting
- Client service support -- full understanding of inventory, back orders, bill of materials, canceling orders
- Data Analysis - be able to determine which reports to generate which could provide answers to client questions
- Ability to anticipate issues and discuss with clients
- Work closely with warehouse associates to ensure daily, weekly and monthly client requirements are met
- Day-to-day management of client engagements

Qualifications for account manager / client manager

- Excellent technical aptitude and Microsoft Office skills

- Previous experience in an account management role
- Minimum 3 years' experience supporting Strategic Account teams
- BA or BS in Business, Marketing, Advertising, Communications or related field preferred
- Outstanding MS Excel and analytical skills – must be competent in pivot tables and VLOOKUP's as a minimum