



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. If you are looking for an exciting place to work, please take a look at the list of qualifications below.

Responsibilities for account manager / client manager

- Primary client interface responsible for providing a variety of services, solutions, support and information in a manner that builds trust, confidence and long term business relationships
- Attend and participate in meetings with clients regarding all aspects of the services ensuring any opportunities or issues are captured and followed through to closure
- Liaise with management team regularly with regard to services and liaise with all internal departments with regards to any client enquiries, including but not limited to Engineering, Service Delivery and Finance
- Ensure that all communication, internal and external, is undertaken in a timely, consistent and professional manner, with reference to the companies Tone of Voice policy
- Lead the IT prioritization process
- Lead the requirements gathering process in conjunction with the Business Analysts on the team
- Has a clear understanding of business unit objectives and is proactively scanning the environment and marketplace for solutions that are going to meet and exceed business needs
- Constantly track performance to plan and communicate appropriately
- Manage project portfolio weekly
- Facilitates regularly scheduled prioritization sessions in collaboration with business unit leaders

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- Strong teamwork skills and ability to be self-motivated are essential
 - Previous experience in a subscription oriented Account Management role
 - Progressively responsible experience in the electric industry or related field and an advanced understanding of the competitive electric markets and reliable operation of an interconnected transmission and distribution system required
 - Recruiting or Staffing experience a plus
 - Able to work schedule of 32 hours per week
 - Act as the central JCP coordinator, advisor to the JAO client teams and share best practices