



Example of Account Manager / Relationship Manager Job Description

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Our innovative and growing company is hiring for an account manager / relationship manager. Please review the list of responsibilities and qualifications. While this is our ideal list, we will consider candidates that do not necessarily have all of the qualifications, but have sufficient experience and talent.

Responsibilities for account manager / relationship manager

- Proactively engage with customers to identify risks and growth opportunities
- Continuously deliver feedback to leadership teams and participate in process improvements and optimization of existing procedures
- Overseeing the everyday operations and functions of MyPedia Implementation, Customer Support, Test Execution
- Ensure quality processes are in place for all divisions specific to their project requirements
- Understanding the training requirements of customers to finalize the design of the program, schedule, billing milestones and managing the programs end to end
- Enabling the sales team with proposals and presenting the solutions at school with demos and sample deliverables to finalize the deals
- Meeting the monthly, quarterly and annual revenue targets
- Collaborate with Product, Sales, Finance, Efficacy functions to be able to create superior learner outcomes
- Develop change management strategies, conduct stakeholder analysis, impact assessments and devise appropriate plans
- Prepare and Conduct wide variety of workshop on Pedagogy

Qualifications for account manager / relationship manager

- Fully engaging in the Performance Management and Development Planning Process with a clear focus on employee engagement
- Demonstrates ability to operate in a fast-paced evolving, environment to influence, collaborate and coordinate with multiple stakeholders globally, regionally and/or locally
- Fosters relationships with global, regional and /or local counterparts and collaborates with support to drive profitable growth, overcome obstacles and support business objectives
- Is effective and persuasive, has a high level of executive presence and builds a strong followership
- Depth and breadth of understanding of IT systems and IT industry players