



Example of Account Operations Job Description

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Our innovative and growing company is searching for experienced candidates for the position of account operations. If you are looking for an exciting place to work, please take a look at the list of qualifications below.

Responsibilities for account operations

- Answer general advertising-related inquiries from Sales, Marketing, and business unit team members.
- Work with cross-functional teams (Pricing, Revenue Assurance, Finance, Credit,) to resolve issues and problems as they arise
- Develop and share best practices with Advertising Operations management in APAC and other regions
- Lead regular management team meetings to keep them informed, listen and discuss current issues and problems, and share best practices
- Drive quality and customer service improvements with the Operations team and regional partners
- Partner with your team, along with the Sales department, to schedule, book and track each shipment to its completion across all modes of transportation (TL, LTL, Partial, Flatbed)
- Verify timely pick-ups and deliveries, resolving issues and approving invoices with a sense of urgency to any discrepancies
- Drive efficiency for the overall book of business by analyzing and executing new strategies for increased growth and profitability
- Maintain current operating procedures and update when necessary
- Review past sales activity for historic trends and expectations
- Managing day-to-day relationships with key carriers and develop agreeable resolutions for any problematic carriers

Qualifications for account operations

- Must be able to work effectively with all levels of internal and external customers
- Bachelor's degree is a must with minimum 3 years of work experience
- Preferred A Bachelor's Degree in a related field Bachelor's degree may be substituted for 2 years of required experience
- Required 2+ years of experience in researching and resolving operational issues
- Preferred Other experience in a healthcare environment with technical proficiency in Claims, Configuration or Operations with experience working with claims data and inaccurate payments