Example of Account Operations Job Description

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Our growing company is looking to fill the role of account operations. 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 operations

- Communicates and disseminates client requests to team
- Maintains thorough, and real-time knowledge of client business
- Reports to VP Media
- Process, reconcile and/or balance for the assigned product in an accurate, timely and compliant manner
- Work with appropriate internal and external business partners to research and resolve issues, troubleshoot and provide seamless service
- Ensure that our customers have access to experienced, professional and efficient representatives of our company
- Provide outstanding customer service and strive towards resolving all customer enquiries at first point of contact, across all contact channels, including inbound calls, emails and our online customer portal
- Be flexible in your approach and manage customers from different market segments within a structured and proven servicing framework
- Respond effectively to incoming customer calls and emails
- Take full ownership of customer queries and complaints through to resolution

Qualifications for account operations

- Monitor overall order status for the countries in the region
- Liaise with Regional Sales Managers regarding all the relevant queries for the customers in the region and ensure issues are adequately and timely resolved
- Preferred 1 year of experience working within an advertising department

- Proven success in managing time and accomplishing tasks