Example of Client Account Manager Job Description

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Our company is hiring for a client account manager. To join our growing team, please review the list of responsibilities and qualifications.

Responsibilities for client account manager

- Renew annual contracts
- Up-sell clients on additional packages
- Meet minimum renewal and up-sell objectives
- Meet minimum quantitative and qualitative account improvement objectives
- To ensure that all event related information is accurate, up to date & accessible across all sales channels Call Centre, IVR, ticket centres and Internet prior to on-sale and during the life cycle of each event
- Develop actionable, measurable annual account plans by department
- Support the annual action plans, provide value-added strategy consultation to meet customer & HRG needs, expense program management, cost containment, profitability analysis and best practices
- Working with our Strategic Account Directors to assist and support their clients reporting needs
- Liaising with the ad operations team to monitor the status of advertising campaigns in order to include in ROI reports
- Working with clients to obtain creative materials for scheduled ad buys

Qualifications for client account manager

- Support of partners with day to day issues
- Opportunity Identification and Management
- Identifying new opportunities and account planning with partners
- Working with the partners Developing and proposing solutions for customers and closing these opportunities

- Driving all aspects of deal transactions to conclusion in a quality, timely, and correct manner