



Example of Field Account Manager Job Description

Powered by www.VelvetJobs.com

Our company is growing rapidly and is searching for experienced candidates for the position of field account 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 field account manager

- Demonstrate online and software products and successfully manage trials to sale
- Developing and executing strategic account plans, in conjunction with Account Owner, with a focus on increasing product adoption and minimizing lost monthly recurring revenue (LMRR)
- Managing business relationship with key customer stakeholders (Directors, Managers, Individual Contributors)
- Scheduling, organizing and preparing for Customer Business Reviews, and attending weekly Internal Account Team calls to ensure alignment with the IAT for consistent and timely collaboration with customers
- Assisting with business development activities including basic upgrades, driving attendance to events, and maintaining accurate account information in Salesforce for marketing activities
- Acting as the single point of contact for customers with regards to contract and billing queries
- Managing the customer loyalty survey process, including ensuring the correct contacts are being engaged with properly on an ongoing basis with a goal of increased customer satisfaction
- Managing inbound leads and marketing program follow-up to identify new opportunities within the assigned customer base
- Implement Sales Plan
- To develop and propose the account strategies, formalise them by Strategic

Qualifications for field account manager

- 3-5 years' experience directly selling to end-users
- Related experience in computer hardware and software markets
- Ability to travel 25% plus overnight travel may be required
- Experience in working with computer customer database and be able to generate reports within this environment to control account activity
- Strong knowledge of sales techniques and processes including the ability to understand customer needs, overcoming objections, return on investment analysis, closing the sale through appropriate procurement vehicle (shrink wrap, licensing)
- 3+ years of sales in a professional and consultative selling in software or business services