



Example of Sales Account Representative Job Description

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Our company is growing rapidly and is searching for experienced candidates for the position of sales account representative. 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 sales account representative

- Manage customer accounts within the ERP system by maintaining and updating customer account information and keeping notes within the system
- Check order statuses and update appropriate person/people if necessary
- Process product returns for credit, repairs, and warranties
- Issue, process and close customer returns
- Work with shipping on back, rush, and error orders
- Perform outbound calls to customers to provide information on current promotions, increase customer satisfaction and revenue
- Provide live chat support for website
- Route rollover calls to appropriate department
- Maintain focus on continuous improvement by applying 80/20, PLS, and USa principles/techniques and make process improvement recommendations to management
- Source and develop partner referrals

Qualifications for sales account representative

- Excellent interpersonal, communication, problem-solving and presentation skills are a must
- Interest or experience in the beauty industry

- Ability to engage with customers and initiate conversation
- A high school diploma/ GED is preferred, but not required