



## Example of Strategic Account Manager Job Description

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Our company is hiring for a strategic account manager. We appreciate you taking the time to review the list of qualifications and to apply for the position. If you don't fill all of the qualifications, you may still be considered depending on your level of experience.

### Responsibilities for strategic account manager

- Perform industry and market analysis anticipating customer needs and recommending product solutions
- Work effectively in a horizontal functional team environment with Commercial Operations, Technical Operations, Engineering, Finance, Service and Project management to deliver a world class customer experience around the companies three key metrics of OTD, Quality and Responsiveness
- Setup customer within the different Hellmann IT systems to ensure operational handling, visibility (track & trace) and reporting together with the Customer Implementation & Business Process team
- Monitor Key Performance Indicators, SOP compliance and implement corrective actions where necessary
- Schedule and manage quarterly review meetings with the customer, create minutes of the meetings and action the items to be improved or changed
- Help the Director Strategic Account to identify additional business opportunities
- Assist Tender management and/or Director Strategic Account with RFQ's
- Ability to read, analyze, and provide feedback to the team on trend development
- Requires a clear understanding of Hellmann's systems and process, to develop and maintain Customer reports and documentation
- Work with Director Strategic Account to develop, update and maintain,

## Qualifications for strategic account manager

- Ability to apply previous work experiences to resolve a wide range of issues in imaginative practical ways
- Must have experience selling SaaS for 2-7 years
- Well versed in Salesforce.com or managing sales cycle through a CRM
- Maintain established Strategic Account relationships with building owners, property managers, retail corporations, REIT's, Additionally, the ability to identify and solve their practical problems and deal with a variety of concrete variables in situations where only limited standardization exists
- Travel is required, overall may be as high as 20-30%, depending on assigned territories
- Strong organizational skills and the ability to complete multiple complex tasks in a timely fashion