



Example of Support Account Manager Job Description

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Our company is looking to fill the role of support account manager. To join our growing team, please review the list of responsibilities and qualifications.

Responsibilities for support account manager

- Support the sales team on new business development and account management strategies
- Partner with account executives and clients to establish communication plans
- Customize marketing collateral for each communication initiative
- Manage communication campaigns with the sales team and clients to ensure timely deployment of messaging
- Track and evaluate all communication efforts
- Partner with internal stakeholders within the sales and marketing teams to advance and evolve our strategies
- Attend onsite client events and education fairs
- Identify employee learners to serve in as ambassadors and referral generators through social media
- Utilization of the Quality Management System (QMS) to track all issues, report on the follow-through and communication of such, and report trends of frequent issues and/or high-risk areas
- Communicate the Scope of Service to the customer and explain any Out-of-Scope services rendered to the customer

Qualifications for support account manager

- Industry Knowledge in Architecture, Construction, Civil Infrastructure and/or Manufacturing/Mechanical an advantage
- Japanese – Native or working proficiency

- Excellent interpersonal communication and customer service skills in order to collaborate successfully with customers and cross functional teams, influence behavior and drive actions
- Escalation and/or Problem management experience is strongly desired
- Proven ability to professionally handle conflicts and to effectively manage customer expectations