



Example of Support Account Manager Job Description

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Our growing company is searching for experienced candidates for the position of support account manager. If you are looking for an exciting place to work, please take a look at the list of qualifications below.

Responsibilities for support account manager

- Prepare and present quarterly support business reviews with the customer
- Alert GSS to customer special projects such as upgrades, migrations or after hour activities
- Conduct weekly or biweekly meetings for case reviews to identify issue trends and opportunities for corrective actions
- Coordinate onsite visits in conjunction with TAM and TSM
- Are you able to consult effectively, build and maintain relationships at all levels including both internal and external customers?
- Do you have demonstrated experience in managing large scale accounts?
- Do you possess multi-tasking, coordination and follow through skills to keep the business organised and proactive?
- Work directly with buyer on a day to day basis to assist with ADS, Programming and SKU assortment and placement
- Work directly with buyer on a day to day basis on all special projects pertaining to driving the category growth
- Provide Standardized business tools and processes, system automation and integrations, Data reporting methodology and validation, sharing of best practices, scorecard results and ability to analyze the above and produce action plan

Qualifications for support account manager

- Ability to engage on a sales level to promote the Support Account Manager Service both internally with customers
- Regular attendance at internal sales/district meetings to identify possible sales opportunities for this service and the ability to peruse these opportunities with relevant stakeholders
- Demonstrated ability to build and maintain strong relationships with large enterprise customers
- 5 years of experience in a similar role (Customer Success Management, Support Account Management or other related relationship role)
- Able to accommodate domestic and/or international travel (up to 25% of time)