



Example of Support Account Manager Job Description

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Our company is growing rapidly and is hiring for a 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

- Organize, analyze and communicate market information utilizing appropriate technology and systems
- Define the categories, target specific consumers, plan merchandising efforts, implement strategies and evaluate results using category management principles within assigned account(s)
- Utilize the principles of category management to produce consumer focused marketing plans that will assist in driving positive business trends
- Develop sales arguments which are data driven and commercially viable to decision makers
- Work collaboratively with retailer, supplier and Young's to maintain and develop product knowledge and strategies to assist with presentations and activate account action plans
- Establish and maintain productive supplier and key customer relationships
- Monitor plan and adjust necessary to deliver plan
- Meet and develop a working relationship/partnership with assigned chain account at all necessary levels and with all necessary departments
- Understand the company's business objectives, supplier's brands and their positioning within the marketplace
- Effectively present the entire company portfolio and driving results of all company and supplier initiatives within assigned account(s)

Qualifications for support account manager

- A history of Customer Success Management, Support Account Management or other related relationship role(s)
- Excellent written and verbal communication skills, German and Englisch
- Escalation management experience is strongly desired
- Or the ability to quickly acquire this knowledge
- Able to interact effectively with TSE/EE/PS/EPS on all technical matters, capable of preparing RCA and understand its wider technical context
- Able to drive discussions with account teams on root-cause analyses beyond filer-level