



# Example of Support Account Manager Job Description

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Our innovative and growing company is searching for experienced candidates for the position of support 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 support account manager

- Maintain up-to-date and accurate records for all assigned accounts (DSD price sheets, cluster changes, store openings/closings)
- Complete and submit prompt and accurate reports
- Provide support request (SR) escalation and management
- Facilitate regular review meetings, status updates and progress reports
- Provide trend analysis and feedback based on your support activity
- Design a customized support plan to help ensure quick escalation and resource allocation
- Proactive and reactive services
- Lead customer workshops and drive new activities at the customer site
- Plan and lead monthly meetings onsite assigned customers
- Take care of customer reported incidents and document more complex issues that need the collaboration of other specialists

## Qualifications for support account manager

- Participate, contribute and drive cross-functional and/or SME teams, able to perform as global lead on cross-functional projects, trusted advisor for SAM management team
- Possesses at least one deep-level technical specialization or deep account

- Able to train groups of SAMs in one or several specialization areas (technical or account management/ soft- skills), act as sounding board for SAM management, able to advise on new training plans and initiatives
- Able to initiate change & innovation plans
- Able to perform as technical SAM lead and interact with engineering independently
- Excellent interpersonal communication and customer service skills as needed in order work successfully with customers, and cross functional teams to help to increase sales