

This Account Manager job description template includes key Account Manager duties and responsibilities. You can post this template on [job](#) boards to attract prospect applicants.

### Job Brief:

We are looking for an [Account Manager](#) to create long-term, trusting relationships with our customers. The Account Manager's role is to oversee a portfolio of assigned customers, develop new business from existing clients and actively seek new sales opportunities.

### Responsibilities:

- Serve as the lead point of contact for all customer account management matters
- Build and maintain strong, long-lasting client relationships
- Negotiate contracts and close agreements to maximize profits
- Develop trusted advisor relationships with key accounts, customer stakeholders and executive sponsors
- Ensure the timely and successful delivery of our solutions according to customer needs and objectives
- Clearly communicate the progress of monthly/quarterly initiatives to internal and external stakeholders
- Develop new business with existing clients and/or identify areas of improvement to meet sales quotas
- Forecast and track key account metrics (e.g. quarterly sales results and annual forecasts)
- Prepare reports on account status
- Collaborate with sales team to identify and grow opportunities within territory
- Assist with challenging client requests or issue escalations as needed

### Requirements:

- Proven work experience as an Account Manager, Key Account Manager, [Sales Account](#) Manager, Junior Account Manager or relevant role

- Demonstrable ability to communicate, present and influence key stakeholders at all levels of an organization, including executive and C-level
- Solid experience with CRM software (e.g. Salesforce, Zoho CRM or HubSpot) and MS Office (particularly MS Excel)
- Experience delivering client-focused solutions to customer needs
- Proven ability to juggle multiple account management projects at a time, while maintaining sharp attention to detail
- Excellent listening, negotiation and presentation abilities
- Strong verbal and written communication skills
- BA/BS degree in [Business Administration](#), Sales or relevant field