

Position Title	Account Manager – Managed Services	Department	Customer Engagement
Reports To	Manager Customer Engagement	Location	
Incumbent	N/A	Date of Preparation	
Cost Centre	TBA		

Primary Purpose and Scope	<i>Why does this job exist? A sentence or two summarizing the main areas of responsibility and encapsulating the main reasons for the existence of the job. Provide broad size indicators, e.g. total staff controlled, level of advice provided, etc.</i>
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The Account Manager is ultimately accountable for overall customer satisfaction for all services that are provided by Company X (this covers both project and service delivery).

Responsible for building effective customer relationships with customers and internal stakeholders ensuring that customer requirements are understood, prioritized and communicated within our organization. This includes accountability for leadership and direction to the Service Delivery Managers who work with customers on a day to day basis.

This role is responsible for establishing the core relationship with VENDOR Z customers, including the business unit managers and CIOs of customer departments. This includes overall responsibility for ensuring that customers understand how to engage with VENDOR Z to make a service request or create a new business project.

The role will establish appropriate customer communication mechanisms to ensure that customers are proactively informed about work that the VENDOR Z is engaged to perform. The role is also responsible for the marketing and communication of the VENDOR Z service offerings and capabilities.

As a part of establishing the customer relationship, this function will ensure that appropriate service level arrangements are in place to satisfy the business needs of each customer, looking for ways the VENDOR Z can improve the value it delivers. The provision of suitable technology training courses to customers for standard desktop applications will also be managed through this team.

As owners of the customer interface, the customer engagement role will also act as a customer advocate to other functions of VENDOR Z. This feedback will be important to ensure that VENDOR Z teams understand how they each play their part in ensuring that customers receive the levels of services expected.