



## **JOB DESCRIPTION**

Position Title: Account Manager

Department: Client Services

Reports To: Chief Operations Officer

### **Skill Set Qualifications and Requirements:**

- Overall knowledge of company and client goals and mission.
- Thorough understanding of all operational systems, with focus on data processing, fulfillment and production systems.
- Comprehensive understanding of USPS regulations and mailing requirements. Familiar with other carriers.
- Communication skills: must be excellent both written and oral. Must have the ability to effectively present information, respond and follow-up on questions and inquiries from clients, other managers and subordinates. Must have the ability to maintain confidentiality.
- Management skills: ability to foster an effective productive team environment. Ability to effectively plan, organize and audit. Skilled in conflict resolution and be a superior problem solver.
- Ability to work quickly and accurately on an independent basis; giving great attention to detail and displaying the initiative to quickly identify and resolve variances, failures and discrepancies.
- Ability to establish and maintain goodwill with client(s).

### **General Description:**

Coordinates AMI's services to defined client(s) while representing the client's interests within the company and serving as the client's liaison. May act as a direct liaison with Data Processing and Production Departments.

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The description and responsibilities listed above represents the most significant duties of this position. It is not intended to be all-inclusive. Duties may be added or deleted at the discretion of management.

## Major Responsibilities:

- **Job Specifications & Communication**  
Identifies client requirements, determines schedule availability, promotes services, defines process and related materials, provides quotation & contracts, acquires customer paperwork, mediates process, resolves issues, communicates job status, oversees postal fund processing, obtains personalization signs-offs and performs customer required data audit.
- **Client Consultation**  
Plays major advisory role by providing client consultation on, but not limited to, the following service and industry fundamentals; list presorting; key mailpiece design elements and materials, Tracking Services (key codes, planet codes, etc), and postal regulations. Hosts facility tours.
- **Client Information and Awareness**  
Responsible for understanding the Client's organization & structure, knowing the Client's product/services and staying aware of Client news and changes. Maintain and update Client record with changes. Communicates, monitors and assures proper billing procedures.
- **Customer Continuity**  
Establishes and promotes goodwill with customer. Reviews client history and contacts customer as a follow-up activity.
- **Internal Work Order Facilitation**  
Accountable for accurate and timely preparation of orders; initiates work orders in Promail, produces the expected inventory report, creates and assembles job packet, facilitates and generates data processing work order, coordinates receipt of data, audits and updates Promail with actual DP output figures. Includes facilitating materials by verifying and inspecting clocked receipts, posting received inventory in Promail and creating & marking up samples. Also facilitates Postal Requirements by advising client, coding & recording receipt of postage. Other work order responsibilities include; facilitating scheduling, participating in Production Planning Meeting, controlling release to Production Department, releasing perpetual work orders and approving invoices.

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