

Account manager job description

Updated October 17, 2026. Written and reviewed by the HRTally Research Team. Replace everything in [brackets].

Details

- Department: [Department]
- Reports to: [Manager title]
- Location: [City, State, or remote]
- Employment type: [Full-time, part-time, or seasonal]
- FLSA status: [Exempt or nonexempt]
- Pay range: [\$X to \$Y per year]

About [Company]

[Two or three sentences about what your company does, who it serves, and why people like working here.]

Job summary

We're looking for an account manager to look after a portfolio of [number] customers, keep them successful, and grow each relationship over time.

What you'll do

- Own relationships with a portfolio of existing customers.
- Hold regular business reviews and check-ins with key contacts.
- Identify upsell and cross-sell opportunities and close expansion deals.
- Manage renewals and reduce customer churn.
- Resolve escalations with support, operations, and product teams.
- Forecast account revenue and track activity in [CRM].
- Share customer feedback to improve products and service.
- Negotiate pricing and contract terms within approved limits.

What you'll need

- [Three] or more years in account management, customer success, or sales.
- Strong relationship-building and communication skills.
- Experience managing renewals and revenue targets.
- Comfort with CRM and reporting tools.

Nice to have

- Bachelor's degree.
- Experience in [industry].
- Experience presenting to senior customer stakeholders.

Skills

Relationship building, Commercial awareness, Problem solving, Negotiation, Organization, Forecasting.

Physical demands and work environment

Office, hybrid, or remote setting, with occasional travel to customer sites.

Pay and benefits

[\$X to \$Y per year], based on experience and location. [List benefits, such as health insurance, retirement plan match, paid time off, and training.]

Equal opportunity

[Company] is an equal opportunity employer. We consider all qualified applicants without regard to race, color, religion, sex, sexual orientation, gender identity, national origin, age, disability, genetic information, veteran status, or any other status protected by law. If you need a reasonable accommodation to apply or interview, contact [name] at [email or phone].

Hiring notes for HR and the hiring manager

Pay data

- Median hourly wage: \$34.65 (BLS OEWS, May 2025, SOC 41-4012, Sales representatives, wholesale and manufacturing (closest BLS match)).
- Median annual equivalent: \$72,070 (hourly median x 2,080 hours).
- Mean annual wage: \$82,530.
- Check state and metro data at bls.gov/oes before setting your range, and include the range in postings where the law requires it.

Exempt status and legal notes

FLSA status: Depends on duties. Duties and pay decide overtime eligibility, not the job title.

Account managers are often classified as exempt under the administrative exemption when they exercise independent judgment on significant customer matters and are paid above the salary threshold. Account managers who mostly process orders or answer routine questions may be nonexempt. If part of pay is commission, put the plan in writing, as required in several states.

How to customize it

- Say how many accounts and how much revenue the book represents.
- Explain the split between retention and growth targets.
- Describe the compensation plan.
- Say which teams the role works with daily.

Interview questions

1. Tell me about a customer you saved from churning.
2. How do you find growth opportunities in an existing account?
3. How do you prepare for a quarterly business review?
4. What do you do when a customer asks for something your product can't do?

Before you post

- Separate required from preferred. Required means you won't hire without it. Everything else is preferred. Long required lists screen out qualified people.
- Describe physical demands and environment. Lifting, standing, shifts, travel, noise, temperature. This sets honest expectations and supports an ADA essential functions record.

- State the pay range. Required in a growing list of states and cities, and expected by candidates everywhere else.
- Say exempt or nonexempt. Decide based on duties and salary before you post, and keep the classification consistent with how you pay.
- Name required licenses and checks. Licenses, certifications, background checks, drug tests, and driving record reviews, with the timing of each.
- Add the accommodation and EEO statement. Tell candidates how to request a reasonable accommodation, and include your equal opportunity statement.

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