

Accounts Manager

Description

Job Overview:

Experience Level : 8 Years to 12 Years

The Account Manager plays a critical role in managing and growing Enterprise accounts by delivering exceptional service, strengthening client relationships, and driving account expansion. This position requires strategic coordination, responsiveness, and a strong focus on client satisfaction and revenue growth.

Responsibilities

Client Relationship & Account Management

- Serve as the primary point of contact for assigned Enterprise/Key Accounts
- Build and maintain strong, long-term client relationships through proactive engagement and deep understanding of client objectives
- Act as a trusted advisor and advocate for the client within the organization

Business Growth & Targets

- Own revenue growth targets for assigned accounts, including renewals, upsells, and cross-sell opportunities
- Identify expansion opportunities and contribute to account growth strategies
- Support account planning, renewal negotiations, and long-term growth initiatives

Service Delivery & Issue Management

- Oversee service delivery to ensure adherence to SLAs and contractual commitments
- Coordinate with internal teams (technical, operations, finance, legal) to resolve issues efficiently
- Lead issue resolution and escalate risks when required, maintaining transparency and professionalism

Communication & Reporting

- Deliver clear, data-driven client communications, including performance reviews and strategic updates
- Prepare reports, meeting agendas, minutes, and follow-up actions
- Maintain accurate, audit-ready documentation in line with compliance standards

Cross-Functional Collaboration & Risk Management

- Ensure internal alignment to meet client expectations and deliver high-quality outcomes
- Proactively identify risks to account health or service delivery and drive mitigation efforts
- Continuously identify areas to improve service quality and client experience

Employment Type

Full-time

Industry

IT

Job Location

Dubai, UAE

Date posted

June 1, 2026

Valid through

01.06.2026

Qualifications

- Bachelor's degree in business, Customer Service, or a related field
- Experience in account management, customer service, or client relations preferred
- Strong communication, relationship-building, and stakeholder management skills
- Highly organized, detail-oriented, and capable of managing multiple priorities
- Proficiency in MS Office (Excel, Word, PowerPoint, Outlook)
- Analytical, solution-oriented mindset with a proactive approach
- Ability to remain composed and professional in high-pressure situations
- Legally authorized to work in the country of operations

Contacts

How to Apply :

Please send your resume and cover letter outlining your qualifications and interest in the role to careers@mindx360.com. We look forward to hearing from you!