**[Your Company’s Name]’s Accountability Chart**

|  |
| --- |
| **Leadership** |
| **Leader Name(s)** |
| - [Full name, Job Title] |
| **Accountabilities** |
| - Drive overall business strategy  - Align departments around shared goals  - Protect and foster culture and values  - Invest in tools, training, and people |

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Sales** | **Marketing** | **Operations** | **Finance** | **Human Resources** | **Legal** |
| **Employee Name(s)** | | | | | |
| - [Full name, Job Title] | - [Full name, Job Title] | - [Full name, Job Title] | - [Full name, Job Title] | - [Full name, Job Title] | - [Full name, Job Title] |
| **Accountable To** | | | | | |
| Leadership | | | | | |
| **Accountabilities** | | | | | |
| - Drive sales goals and process  - Achieve revenue and growth targets  - Build and maintain a strong customer pipeline | - Drive marketing goals and process  - Generate qualified leads that convert  - Strengthen brand awareness and reputation | - Deliver consistent service quality  - Drive customer satisfaction at the point of service  - Control costs and maximize efficiency  - Maintain a safe and compliant workplace | - Monitor financial health  - Ensure accurate, timely reporting  - Manage company cash flow  - Provide forecasts to guide business decisions | - Attract, retain, and develop talent  - Foster culture and employee engagement  - Enforce safety protocols and labor law compliance | - Protect the company from legal and compliance risks  - Handle and resolve legal disputes  - Keep licenses, permits, and insurance current |

|  |
| --- |
| **Customer Service** |
| **Employee Name(s)** |
| - [Full name, Job Title] |
| **Accountable To** |
| Operations |
| **Accountabilities** |
| - Ensure positive customer experience  - Retain satisfied customers  - Resolve customer complaints  - Use feedback to improve service quality |