

Title: Account Manager
Reports to: President
Class: Full-Time
Type: Base & Commission
Revised: December, 2019

Primary Role: Responsible for carrying out all company goals and objectives, established by the Managing Director, as it relates to this position. The Account Manager is responsible for exceeding sales revenue goals, developing and maintaining valued customer relationships, expanding the company's current customer base, and developing and maintaining professional selling skills.

Responsibilities:

1. Responsible for servicing existing client base while generating new business to expand current customer base
2. Providing timely and accurate response to customers' required proposal and/or bid circumstance
3. Responsible for writing and submitting professional proposals
4. Follows up on all sales leads in a timely and effective manner
5. Promotes the company, products and services that are offered
6. Tracks and provides accurate sales information to company management
7. Provides accurate and timely submittal of sales orders, job notes and scope of work to appropriate order processing and technical staff
8. Collaborate with clients, other account managers, engineering, and operation's team members to propose the best solution, based on the client's circumstances and needs
9. Makes necessary sales presentations to customers and management as requested
10. Acquire and maintain sound knowledge of all product lines and services offered
11. Consistently work with management to develop a competitive pricing structure
12. Research and obtain information on position specific training opportunities
13. Exceed all company sales goals and objectives as it relates to this position
14. Effectively and respectfully communicates information interdepartmentally for team collaboration and success.
15. Other duties as required or assigned by company management

Accountability:

The Account Manager will be accountable to the Managing Director. Secondary accountability will be to the other management team members, President, employees and clients of the company.

Qualifications:

Bonus if the Account Manager possesses a four-year degree from an accredited college or university with emphasis in business, marketing or engineering or an equivalent combination of education and experience in the field of sales or service of electronics equipment. The Account Manager should possess knowledge of customer relations, marketing and communications, and project management.

Travel:

It is expected that this position will require a moderate to considerable amount of travel to customer and vendor sites. Travel to industry events may also be required.

Additional Skills and Abilities:

1. Excellent written and verbal communication skills.
2. Must be responsible, self-motivated, self-starter, personable and well-organized.
3. Superior client service skills to deal with both internal and external clients.
4. Ability to manage multiple tasks simultaneously.
5. Strong interpersonal skills; ability to work with diverse groups.
6. Proficiency in the use of personal computers including such programs as D-Tools, QuickBooks, MS Word, Excel, PowerPoint, Outlook and CRM platforms.
7. Ability to demonstrate planning, organizing and implementing skills which allow the successful completion of a project by a specific due date.
8. Must be able to effectively handle stressful situations.
9. Must be able to read and effectively interpret general business documentation.
10. Valid and current driver's license.

Physical, Mental and Environmental Requirements:

1. Employee is required to stand, walk, climb, sit and use hands and fingers.
2. Lifting of objects is required, up to 75lbs.
3. Reaching, grasping and carrying activities also required.
4. The noise level in the work environment is usually moderate.
5. Although most work is performed in side, occasional outside activities are subject to seasonal temperature fluctuations.

All requirements may be modified to reasonably accommodate individuals with disabilities.

This job description does not list all the duties of the job. You may be asked by management to perform other instructions and duties. You will be evaluated in part based upon your performance of the tasks listed in this job description.

Management has the right to revise this description at any time. The job description is not a contract for employment, and either you or the employer may terminate employment at any time, for any reason as outlined in the employee manual or other written agreement.