ACCOUNT MANAGER

Job Description:

The Account Manager maintains and grows relationships with small and medium-sized customers, while achieving an assigned sales and profit growth goal. Reporting to the Field Sales Manager, the Account Manager is expected to retain existing business, expand the firm’s share of customers’ purchases, and place new pro ducts and services in assigned customer accounts. The account manager is responsible for supporting a sub-set of the firm’s product and service offering to customer accounts in an assigned geography. Focusing on customers with low-to-moderate growth opportunity, the account manager refers certain high-value growth opportunities to other specialized sales resources within the firm. The account manager interacts with customers through a combination of telephone, email, and face-to-face meetings. The account manager is responsible for achieving an assigned sales and profitability goal.

Job Responsibilities:

* Retains customer volume, sales, and profitability through proactive stewardship of the firm’s relationship with assigned customer accounts in the small-and-medium-sized segment.
* Penetrates assigned accounts by selling new or additional products or services to current buyers, finding additional buyers within the existing customer location, and selling additional customer locations.
* Sells and supports a sub-set of the firm’s product and services offering.
* Leads all aspects of the sales process, calling upon others to assist in solution development and proposal delivery, as needed, or as directed by management.
* Directs joint customer planning efforts in certain accounts.  
  Proactively manages customers’ satisfaction and service delivery by anticipating potential service problems, and monitoring satisfaction.
* Assists other Account Managers with customers outside the assigned account base when required.
* Manages assigned customers’ transition from the Business Development group during customer implementation Achieves assigned sales quota
* Meets assigned expectations for profitability
* Achieves customer retention and growth targets
* Maintains high customer satisfaction ratings that meet company standards
* Completes required training and development objectives within the assigned time frame
* Reports to the Field Sales Manager
* Enlists the support of sales specialists, implementation resources, service resources, and other sales and management resources as needed.
* Refers larger opportunities to Business Development Sales Representatives.
* Works closely with Business Development Sa les Representatives during customer implementation and transition to the Account Management group.
* Works closely with Customer Service Representatives to ensure customer satisfaction and problem resolution

Job Qualifications:

* Bachelors in business or related field
* Masters in business or related field preferred
* Experience as an account manager

Opportunities as an account manager are available for applicants without experience in which more than one account manager is needed in an area such that an experienced account manager will be present to mentor.

Job Skills Required:

* Understanding of the sales and marketing industry
* Understanding of the company’s marketing needs
* Great interpersonal and communication skills
* Proven success in sales
* Business development and strategy implementation knowledge
* Strong leadership and decision making skills
* Ability to sell, manage and drive growth
* Excellent customer relationship management skills
* Ability to meet sales targets and production business goals
* Sense of ownership and pride in your performance and its impact on company’s success
* Critical thinker and problem-solving skills
* Team player
* Good time-management skills
* Great interpersonal and communication skills
* Familiarity with industry’s rules and regulations
* Ability to lead
* Ability to resolve interpersonnel issues