DIRECTOR OF NATIONAL ACCOUNTS

Job Description:

The Director of National Accounts leads the company’s efforts to maintain and expand relationships with large, multi-location customers. Assigned to three to five named customers, the Director of National Accounts is responsible for achieving sales quota and assigned strategic account objectives. The Director of National Accounts represents the entire range of company products and services to assigned customers, while leading the customer account planning cycle and ensuring assigned customers’ needs and expectations are met b y the company. The Director of National Accounts focus on the headquarters and key buying locations of assigned accounts, while coordinating closely with field associates assigned to these customers’ other locations. The Director of National Accounts reports to the Vice President of National Accounts.

Job Responsibilities:

* Establishes productive, professional relationships with key personnel in assigned customer accounts.
* Coordinates the involvement of company personnel, including support, service, and management resources, in order to meet account performance objectives and customers’ expectations.
* Meets assigned targets for profitable sales volume and strategic objectives in assigned accounts
* Proactively leads a joint company-strategic account planning process that develops mutual performance objectives, financial targets, and critical milestones for a one and three-year period.
* Proactively assesses, clarifies, and validates customer needs on an ongoing basis.
* Leads solution development efforts that best address customer needs, while coordinating the involvement of all necessary company personnel.
* Reports to the VP National Accounts
* Enlists the support of sales specialists, implementation resources, service resources, and other sales and management resources as needed.
* Closely coordinates company executive involvement with customer management.
* Works closely with Customer Service Representatives to ensure customer satisfaction and problem resolution.

Job Qualifications:

* Masters in business, marketing, or related field
* Experience as a director of national accounts

Opportunities as a director of national accounts are available for applicants without experience in which more than one director of national accounts is needed in an area such that an experienced director of national accounts will be present to mentor.

Job Skills Required:

* Willingness to travel
* Understanding of the industry
* Understanding of the company’s needs
* Great interpersonal and communication skills
* 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