

Job Description

Job Title: Account Manager
Supervisor: Regional Sales Manager
Prepared By: HR
Approved By:

Department: Darragh Sales
FLSA Status: Exempt
Prepared Date:
Approved Date:

Summary

Responsible for the sale and product support of industrial and construction related equipment and supplies by developing new prospects, maintain and foster relationships with established customers and continue to grow opportunities by taking a consultative sales approach to provide value by meeting the needs of the customer.

Essential Duties and Responsibilities include the following:

Responsible for meeting or exceeding annual assigned sales and gross profit dollar company growth objectives.

Maintain current customer records including contacts, files, potentials sales opportunities from new products or services, and maintain satisfactory A/R balance on invoices.

Services existing accounts, obtains orders, and establishes new accounts by organizing daily work schedule to call on existing or potential customers.

Monitors competition by gathering current marketplace information and reporting to sales management
Handles customer complaints promptly and professionally informing sales management of any unresolved issues.

Coordinates sales effort with marketing, sales management, accounting, and logistics.

Displays or demonstrates product, using samples or catalog, and emphasizes salable features.

The job description and responsibilities described are intended to provide guidelines for job expectations and the employee's ability to perform the position described. It is not intended to be construed as an exhaustive list of all functions, responsibilities, skills and abilities. Additional functions and requirements may be assigned by supervisors as deemed appropriate.

Supervisory Responsibilities - This job has no supervisory responsibilities.

Competencies - To perform the job successfully, an individual should demonstrate the following competencies:

Job Knowledge - Competent in required job skills and knowledge; exhibits ability to learn and apply new skills; strives to continuously build knowledge and skills; requires minimal supervision; displays understanding of how job relates to others.

Consultative Selling - Achieves sales goals; initiates new contacts and qualifies potential customers; builds rapport and establishes trust; asks questions to discover client business needs; applies product and market knowledge effectively; presents solutions that meet customer objectives; pursues and wins support for ideas; achieves win-win outcomes; and maintains records.

Customer Service - Monitors customer satisfaction by responding promptly to customer needs; solicits customer feedback to improve service; responds to requests for service and assistance; meets commitments.

Communications - Expresses ideas and thoughts verbally; listens and gets clarification; responds well to questions; keeps others adequately informed; uses appropriate communication methods; writes clearly and informatively; edits work for spelling and grammar; presents numerical data effectively

Ethics - Treats people with respect; works with integrity and principles; upholds organizational values.

Adaptability - Adapts to changes in the work environment; manages competing demands; changes approach or method to best fit the situation; able to deal with frequent change, delays, or unexpected events.

Personal Appearance - Dresses appropriately for position; keeps self well groomed.

Dependability - Follows instructions, responds to management direction; takes responsibility for own actions; keeps commitments; commits to long hours of work when necessary to reach goals.

Initiative - Takes independent actions and calculated risks; looks for and takes advantage of opportunities; asks for and offers help when needed.

Planning/Organizing - Prioritizes and plans work activities; uses time efficiently; sets goals and objectives; develops realistic action plans.

Safety and Security - Observes safety and security procedures; reports potentially unsafe conditions; uses equipment and materials properly.

Qualifications To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. *Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.*

Education and/or Experience - Bachelor's degree from four-year college or university; or one to two years related experience and/or training; or equivalent combination of education and experience.

Language Skills - Ability to read, analyze, and interpret general business periodicals, technical procedures, or governmental regulations. Ability to write reports, and business correspondence,

Mathematical Skills - Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals. Ability to compute rate, ratio, and percent and to draw and interpret bar graphs.

Computer Skills - To perform this job successfully, an individual should have knowledge of Contact Management systems; Internet software; Order processing systems; Microsoft Office Excel; Word and Outlook.

Physical Demands The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. *Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.*

While performing the duties of this Job, the employee is regularly required to talk or hear. The employee is frequently required to stand; walk; use hands to finger, handle, or feel and reach with hands

and arms. The employee is occasionally required to sit. The employee must regularly lift and/or move up to 50 pounds. Specific vision abilities required by this job include the ability to adjust focus.

Work Environment The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. *Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.*

While performing the duties of this Job, the employee is regularly exposed to outside weather conditions. The employee is frequently exposed to moving mechanical parts. The noise level in the work environment is usually moderate.

Equal Opportunity Employer (EOE); Minority/Female/Disabled/Veteran (M/F/D/V); Drug Free Workplace (DFW)