



Job Title: Account Manager

Department: Sales

Job Description:

The Account Manager is responsible for the full sales lifecycle as it pertains to the current customer base of the company. This position must farm active customers to up-sell products and services by developing a thorough understanding of their business needs.

Basic Functions:

- Work with active customers to develop a deep understanding of their needs and translate those needs into product requirements that satisfy their demands.
- Cross-selling and up-selling services and solutions to existing accounts.
- Qualify new sales opportunities for current customers.
- Receive requests for service and product details from customers and provide timely responses.
- Conduct onsite or online presentations that showcase the services and products of the company to active customers.
- Work with management to develop proposals, quotes and respond to RFP/RFI documents.
- Effectively communicate features and benefits of solutions and manage prospect expectations throughout the lifecycle of the account.
- Manage the complexity of service proposals, contracts, lease agreements and service level agreements.
- Maintain in-depth product knowledge of the service offerings of the company.
- Perform sales procedures through activities and opportunities and remain compliant with defined policies and procedures.
- Achieve and maintain a positive rapport with prospects and work to give them the best possible service.

Additional Duties and Responsibilities:

- Attend weekly sales meetings and ensure sales opportunities are compliant with company policy.
- Develop in-depth knowledge of the service catalog and how it relates to customer's needs.
- Document internal processes and procedures related to duties and responsibilities.
- Responsible for entering time and expenses as they occur.
- Understand processes by completing assigned training materials
- Enter all work as activities or service tickets.



Knowledge, Skills, and/or Abilities Required:

An individual must be able to perform each essential duty satisfactorily to perform this job successfully. 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.

- Outside sales experience with selling relevant services and products.
- Possess a track record of managing the customer commitment, negotiation, and closing of the sales process.
- Demonstrated level of success in the development of client relationships.
- Enjoy working with customers and external audiences.
- High energy and drive with good negotiation skills.
- Proficient with general office applications.
- Strong organizational, presentation, and customer service skills.
- Skill in preparing written communications and materials.
- Interpersonal skills: such as telephony skills, communication skills, active listening and customer-care.
- Ability to multi-task and adapt to changes quickly.
- Typing skills to ensure quick and accurate data entry.
- Self-motivated with the ability to work in a fast moving environment.

Educational/Vocational/Previous Experience Recommendations:

- BA/BS, preferably in marketing, advertising, business management or related field.
- 3 years of sales or customer relations experience.

Benefits:

- Competitive salary based on experience and qualifications.
- Health, vision, and dental benefits.
- Long-term disability, retirement plan.
- Performance based incentives.
- Full on the job training & support.
- Fun working environment and culture.
- Great opportunity for advancement.

The statements above are intended to describe the general nature and level of work being performed by people assigned to this job. Other duties may be assigned as needed.