



**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.
- Generous bonus levels.
- Full on the job training & support.
- Fun working environment and culture.
- Great opportunity for advancement.

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Only local candidates need apply.

*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.*