

## Job Description and Specifications

**Position:** Account Manager - Sales and Service

**Reports to:** Supervisor/Manager

### **Position Summary:**

The Account Manager's primary job is to sell the full suite of company offered products and services to established clients and new prospects. The Account Manager responds to client's requests in a timely, effective manner to maintain favorable relationships and sustain revenue potential with the new and existing customers.

Account Managers first ask smart questions in order to better research relevant product alternatives, identify creative solutions, build quotations on a wide array of products or services, write orders and communicate pertinent information on such orders to customers, vendors and internal partners.

### **Qualifications:**

1. College degree or equivalent work experience in business, sales, service or promotional marketing.
2. At least 2-5 years of experience in the field or in a related area with a proven track record of high volume sales support role.
3. Expertise with promotional merchandise vendors and fulfillment of such products and services.
4. Working knowledge of back office support approaches to facilitate order completion and overall customer delivery. Versed and familiar with ASI practices, and procedures.
5. Must have strong computer skills. Position requires proficient use of Profit Maker and a strong command of Microsoft applications including Excel, Word and PowerPoint.
6. Ability to solve complex problems and identify solutions to maintain customer satisfaction.
7. Effective communication skills with the ability to communicate at all levels of the organization.
8. Proven customer centric approach and the ability to handle sensitive issues with a positive attitude.
9. Able to work in fast-paced, self-directed entrepreneurial environment.
10. Able to multi-task the activities with shifting priorities.

### **Preferred:**

1. Existing customer/vendor relationships to bring forward to the business.

### **Responsibilities:**

1. Proactively prospect and develop contact strategies to generate leads and develop new client relationships.
2. Maintain and expand the database of assigned customers and prospects of the organization.
3. Create detailed profiles on existing customers to identify upsell opportunities for the firm across all product lines/services.
4. Intensive research of product alternatives, negotiate pricing options and create formal quotes for new and existing customers.
5. Prepare and deliver effective proposals/presentations to clients and prospects. Present information electronically, via phone and in person.
6. Close incremental business with new and existing customers, both drop ship and program revenues.

7. Cooperate with team members and management to determine essential strategic approaches for sales.
8. Handle cancellations or changes in sales orders and communicate the changes with the related departments.
9. Proactively create win-back strategies for lost accounts or business.
10. Follow defined procedures and standards set forth by the firm, vendors and partners to facilitate quality orders and accurate billing.
11. Complete defined sales tracking and funnel reporting.
12. Manage effective customer relationships via thorough communication tactics to sustain existing billable revenue stream.
13. Other duties as required.