

Associate Account Executive

This position does have an opportunity to earn commission.

Position Summary: An Associate Account Executive will support the Sales Executives and National Executives in the growth, development, and customer service of the customers that they share.

Key Responsibilities:

The key responsibilities or duties listed below are intended only as illustrations of the various type of work that may be performed. The omission of specific statements of duties does not exclude them from the position.

- Assuring quotas are met or exceeded monthly
- Customer service and support of all customers, including handling queue calls
- Inside support when SE or NSE are traveling
- Outbound phone calls to build relationships, discuss, promotions and capture sales
- Offer Corporate Pen Presentations, virtual proofs, problem resolution, special pricing structures and product recommendations
- Educate customers on our tools (samples, corporate presentations, three free etc.)
- Prep and follow up for all tradeshows attended by the SE or NSE
- Provide customer quotations with 4 hour turn around
- Provide product and industry expertise when needed
- Maintain NetSuite ASI information and pipeline data
- Provide customer freight quotes
- As part of the sales team, help sales team members/management with projects or customers not specifically in assigned territory
- Partner with Sales Executive to follow up on customer meetings with clients
- Provide customers reporting to increase sales
- Follow up thank you calls on large orders
- Responsible for carrying out tasks, meeting deadlines, and checking that all tasks are complete
- Review on pricing structure yearly to see if we can elevate them or need to lower them
- Setting up Promo codes for Special Offers and self-promos
- Assist CSR to help find a replacement pen, pricing
- Works internally to solve problems for our high-level accounts with many different departments.
- Other duties as assigned

Recommended Minimum Qualifications:

Education and Experience: *or any equivalent combination of education, training, and experience which provides the required knowledge, skills, and abilities to perform the key responsibilities of the job.*

- Bachelor's degree, or equivalent experience doing outbound telemarketing, inside sales coordination or customer service.
- Reliable means of transportation
- Proficient experience with Microsoft Office Suite, especially PowerPoint and Excel
- CRM (Customer Relationship Management) Software experience is a plus

Knowledge, Skills, and Abilities:

- Exceptional client relation skills
- Excellent communication skills (oral, written, and presentation)
- Time management and prioritization skills in a fast-turn environment

- Planning and organizing skills
- Service Orientation
- Customer service appreciation and awareness
- New business development skills required
- Possess the ability to generate and foster relationships with customers
- Ability to work independently as well as part of a large sales team
- Possess desire and drive to develop and grow
- Strong negotiation and problem-solving skills
- Ability to conduct presentations
- Demonstrate a positive attitude and flexibility for the team

Physical and Mental Requirements

The physical and mental 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 position's essential functions and responsibilities.

Physical Skills:

- The demands are in the nature to stand, sit, and move within the office.
- Utilization of office equipment, and the capacity to lift up to 15 pounds.

Motor Skills:

- Duties may involve hand-eye coordination and physical dexterity.

Visual Skills:

- Ability to read, see, and differentiate between color.

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Principals only, no Recruiters please.

Check out Hub's job board: <https://recruiting.paylocity.com/recruiting/jobs/All/9f6ca32b-8fc4-4600-99df-d0697780f98d/Hub-Pen-Company-LLC>