

## Key Account Specialist

**FLSA STATS:** Non-Exempt – Full Time  
**REPORTS TO:** Sales Manager  
**DATE:** March 2024

### JOB SUMMARY

The Key Account Specialist partners with Senior Account Executive(s) to provide support to growing territory sales and ensure customer needs and timeframes are met. The Key Account Specialist will assist Senior Account Executive(s) with the management and retention of sales territories generating over \$1 million in annual sales.

### ESSENTIAL DUTIES

1. Work closely with the Senior Account Executives to maintain and grow specified key account(s) within a designated territory.
2. Develop detailed sales analysis, sales tracking, and marketing/promotional tools.
3. Create, track, and monitor sales reports inclusive of specific product information.
4. Oversee RFQs from receipt to delivery of samples.
5. Analyze areas of opportunity among existing clients to continue building lasting relationships.
6. Assist Senior Account Executives with maintaining adequate records of all accounts, leads, calls attempted, and conducts follow up with customers and leads on a timely basis to ensure complete satisfaction with the products/or items and up-service.
7. Serves as an advisor to potential customers, educating them on API's line of products and services.
8. Develops and maintains a working database of customer information and workflow.
9. Manages incoming customer calls, provides price quotes.
10. Preserve contact with inactive customers to sustain established business relationship for future sales.
11. Handle customer complaints with a great deal of tact and professionalism.
12. Generates pricing proposals to customers, maintain up to date and accurate pricing, and ensure special quoting is generated and approved by the Senior Account Executive.
13. Performs any other duties as may be required.

### SUPERVISORY RESPONSIBILITIES

This position has no supervisory responsibilities.

### EDUCATION AND EXPERIENCE

- B.A. degree in Marketing or Communications
- Minimum two (2) years' experience as a customer service representative.
- Any combination of education, training and experience that demonstrates the ability to perform the duties of the position.
- Ability to communicate effectively in English, both written and oral, with customers, vendors, and employees.

- Prior customer service experience
- Customer orientation and ability to favorably adapt/respond to different personalities
- Excellent communication and presentation skills
- Must be proficient in using Microsoft Office Suite.

### **PREFERRED EDUCATION AND EXPERIENCE**

- Familiarity with CRM systems and practices
- Knowledge of experiential marketing industry strongly preferred.
- A successful track record of providing bid opportunities identifying and capturing negotiated business.

### **WORK ENVIRONMENT**

This job operates in a professional office environment. This role routinely uses standard office equipment such as computers, phones, photocopiers, filing cabinets and fax machines.

The normal workday will be from 8:30 AM to 5:00 PM. However, the hours may be longer or subject to change based on specific business needs.

Some travel with overnight stays may be required.

### **PHYSICAL DEMANDS**

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.

This position may require the ability to occasionally lift office products and supplies, up to 20 pounds.

### **ACKNOWLEDGMENT**

This job description is intended to serve as a listing of the requirements for this position, the authority for action that the individual occupying this position has, and the duties and responsibilities to be performed. It is not intended as a contract for employment, nor does it guarantee employment for any period of time. The President of API Source, Inc. retains the right to change any portion of this job description at any time.

**I have reviewed and understand the contents of this job description and believe it to be accurate and complete; and I can successfully fulfill each duty or task.**

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Employee Signature

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Date

*It is the policy of APISource, Inc. to provide equal employment opportunity (EEO) to all persons regardless of age, color, national origin, citizenship status, physical or mental disability, race, religion, creed, gender, sex, sexual orientation, gender identity and/or expression, genetic information, marital status, status with regard to public assistance, veteran status, or any other characteristic protected by federal, state or local law. In addition, API will provide reasonable accommodations for qualified individuals with disabilities.*