

**ACCOUNT MANAGER – INSIDE SALES**

**POSITION SUMMARY:**

The Account Manager is primarily responsible for the management of a customer base within a designated geographic territory. It is the Account Manager’s responsibility to retain year over year customer revenue through the sales of Alltite products and services. In addition to retention the Account Manager is also expected to identify growth opportunities from within the customer base. The Account Manager will also assist the Customer Service Representative team as needed to ensure all customers experience service excellence in keeping with Alltite standards.

**RESPONSIBILITIES:**

Primary

* Call on all customers within assigned territory to identify calibration and tool sale opportunities
* Collect all pertinent customer contact information and enter it into CRM
* Work from lists provided and other resources as needed to identify and contact new business prospects
* Execute proactive selling activities at a rate necessary to identify, qualify, and move prospects through the sales process in order to achieve sales objectives
* Maintain records of activity and opportunities in the various stages of the sales pipeline in the CRM for effective opportunity management
* Adjust activity focus based upon a demonstrated understanding of the opportunities pipeline, new business forecast, and the sales objective
* Establish clear expectations with customers that are within the standard operating procedures of the company’s service offerings
* Appropriately follow up with new customers to ensure satisfaction with products and services

Secondary

* Support Customer Service Representative team
* Process incoming PO; receive, evaluate, and respond to written or telephoned customer inquiries in a timely manner
* Handle customer inquiries and
* Be flexible and responsive to customer needs, answering questions in a timely manner
* Professional and timely communication to supervisor
* See orders through from customer purchase order to invoice
* Act as liaison between customers and Accounting to ensure quick setup in the ERP
* Manage the work flow between the CRM and ERP
* Verify pricing and contract information between the CRM and ERP
* Assist with pricing management and back up as needed
* Complete other special projects or duties as requested
* Be responsive to change

**QUALIFICATIONS:**

* Bachelor’s degree or equivalent sales experience and education
* Minimum one year of industrial business to business sales of technical services or products
* Must demonstrate ability to problem solve, learn new processes and change as needed
* Proficient in Microsoft Office with strong verbal and written communication skills
* Ability to convey complex ideas, and thoughts via written and verbal communication in a timely fashion
* Ability to adjust to varying customer and co-worker communication styles and personalities
* Ability to lift 50 lbs. without aid on occasion and ability to sit at desk for four hours using computer

The physical 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 essential functions.

**Preferred qualifications or skills:**

* More than one year industrial business to business sales experience in a customer facing role
* Understanding of the sales process
* Experience in with Microsoft Dynamics GP or other ERP systems
* Experience with CRM software

**Compensation:**

Non-exempt position, base wage plus bonus

Revised June 13, 2017