

Job Description: Account Manager

Job Status: Full Time

General Summary: Responsible for creating and maintaining solid, long-term business relationships with customers and reaching sales and gross margin goals. This includes prospecting and soliciting orders within the guidelines established by management, identifying customer needs, and proposing solutions and appropriate products and services to meet those needs.

Essential Job Functions:

1. Regularly make sales calls to prospective customers and current customer establishments.
2. Distribute marketing materials to customers.
3. Utilize a conservative sales approach to sell products and services, offer add-on and up-sell products that may benefit the customer, and suggest alternative products when a customer requested product is not available.
4. Cultivate and maintain solid, long-term relationships with customers and suppliers.
5. Assist and resolve customer requests and/or problems in a prompt and professional manner.
6. Handle after hours call duty as assigned.
7. Motivation to initiate product research & continuing education.
8. Reach sales and gross margin goals.
9. Introduce and demonstrate new products.
10. Keep customers informed about all relevant company and vendor policies.
11. Report competitive conditions, observed customer financial weakness and customer feedback to management.
12. Cooperate with suppliers to secure mutual business through joint sales calls.
13. Execute sales effort in an ethical and professional manner that will reflect favorably on the reputation of both the salesperson and the company.
14. Attend sales, product, and other branch/company meetings.
15. Develop a sustainable sales/profit volume in assigned territory.

Knowledge, Skills, and Abilities:

- Excellent presentation/communication and problem solving skills.
- Some college, technical degree, or job/product related experience.
- Two to three years outside sales experience.
- Good mechanical aptitude.
- Ability to work under minimal or no supervision.
- Must have ability to work quickly and accurately under time constraints and against deadlines.
- Must possess strong PC skills in MS Word, Excel, and Outlook.
- Valid driver's license and driving record that meets company requirements.
- Previous sales experience, previous knowledge of wholesale electrical distribution industry, and previous experience providing superior customer service preferred.