



Account Manager I

Job Title:	Account Manager	Company Job Code:
FLSA Status:	Division/Department	EXI/TL/SLP
EEO Code:	Reports to:	Sales Manager
Salary Grade/Band:		Last Revision Date:	January 2016

SUMMARY

The Account Manager I maintains and expands relationships with independent manufacturers' representatives and customers specific to products within the Exitronix, Trace*lite and SpecialtyLED brands. Responsible for achieving sales quota and assigned strategic account objectives. Represents the brands to become knowledgeable in industry code and competition to educate, train, sell and support our contracted representatives.

PRIMARY RESPONSIBILITIES

- Establish productive, professional relationships with key personnel of assigned representative and customer accounts
- Meet assigned targets for profitable sales volume and strategic objectives of assigned accounts
- Implement sales selling cycle and methodology as directed by management to achieve service and sales objectives
- Research job and specification opportunities in all markets and drive opportunities to representatives and Regional Vice Presidents for quote and follow up
- Complete outbound sales calls to customers to follow up on opportunities, initiate interest in products and foster relationships and opportunities
- Maintain and analyze profitability of product and customers on a consistent basis
- Develop and maintain sales quotations in system database with regular updates provided to management and brand teams
- Communicate order information, quotations, problems, and/or requests for follow up with Management and Regional Vice Presidents
- Adhere to expectation of stellar customer service requirements; responding to customer requests immediately and answer fully and accurately
- Educate customers and guide them to the proper solution



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- Correctly process orders when submitted from representatives and customers while verifying pricing, commission levels and all order details
- Work with customers to develop case studies, references and testimonials
- Manage sales open order report to maintain consistent order dates based on stock and manufacturing lead time estimates
- Be familiar with and utilize all of the resources of the Company in support of the customer
- Coordinate the involvement of company personnel, including support, service, and management resources, in order to meet account performance objectives and customers' expectations
- Participate in and track educational events to maintain a high level of knowledge of industry news, happenings and legislation
- Assist in research and develop strategies and plans which identify marketing opportunities and direct marketing for brand development and customer growth
- Collaborate with Customer Service and Marketing Specialists to create follow up strategies after field calls, trade shows or events where mass communication may be necessary
- Other duties as assigned.

TYPICAL DAILY TASKS

- Complete outbound calls to generate sales and develop/increase relationships with current customers
- Follow up on leads provided by field representative, marketing, and/or tradeshow follow up
- Verify information and part numbers on purchase orders placed by customers
- Quote customers and/or reps to meet profitability expectations of the Company while meeting target prices for the opportunity
- Up-sell and cross-sell to offer complete family of products
- Review orders entered by customer service for accuracy
- Work with Marketing to create custom marketing campaigns for specific buying groups or customers
- Research products to ensure full understanding of selling features and abilities
- Interact with peers professionally regarding order status, credit terms, and shipping information.
- Answer incoming sales calls professionally and answer stock, pricing, or service related questions
- Understand and adhere to Company policies regarding customer warranty, RMA, credit and all other procedures



KNOWLEDGE AND SKILL REQUIREMENTS

1. Minimum 2 years experience in Sales and Customer Service atmosphere
2. Knowledge of structuring sales quota goals and revenue expectations
3. Ability to effectively produce results under pressure and meet tight deadlines
4. Able to problem solve and make well thought out decisions
5. Proven track record of success
6. Effective understanding of latest technologies and should identify how to apply them to achieve sales
7. Sound understanding of sales and customer service principles
8. Professional written and verbal communication and interpersonal skills
9. Work collaboratively and effectively as a team member
10. Be self-motivated, confident, energetic, and creative
11. Plan decisions and practice good judgment
12. Computer proficiency with Microsoft Office suite required

WORKING CONDITIONS

Working conditions are normal for an office environment. Work may require occasional weekend and/or evening work.