

Electric Motor Shop
Job Description
Account Manager Outside Sales

Department: EMS Sales
FLSA Status: Exempt
Travel Required: Yes

Job Status: Full Time
Reports To: Division
Manager
Positions Supervised: None

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. Cover assigned accounts promoting products and services - calling on existing business customers and potential new customers, educating customers about our products and services.
2. Cultivate and maintain solid, long-term relationships with customers and suppliers.
3. Assist and resolve customer requests and challenges in a prompt and professional manner.
4. Develop a sustainable sales/profit volume in assigned territory; reach sales and gross margin goals.
5. Utilize a proactive sales approach to offer add-on and up-sell products that may benefit the customer, and suggest alternative products when a customer-requested product is not available
6. Provide value-added services including, but not limited to: documented cost savings, plant surveys, technical support, product training.
7. Distribute marketing materials to customers; introduce and demonstrate new products.
8. Arrange for product orientation and training workshops for customers.
9. Cooperate with Suppliers to secure mutual business through joint sales calls.
10. Report competitive conditions, observed customer financial weakness and customer feedback to management
11. Motivation to initiate product research and continuing education.
12. Planning - weekly performance report.
13. Attend sales, product and other branch/company meetings.
14. Handle after-hours call duty as assigned.

Professional Skills & Abilities:

1. Execute sales effort in an ethical and professional manner that will reflect favorably on the reputation of both the salesperson and the company.
2. Able to relate to other people, get along with co-workers and peers, perform work activities requiring negotiating, instructing, supervising, persuading and speaking with others.
3. Neatness in personal appearance and the ability to establish and maintain good relations with customers by providing courteous, efficient and professional service is a must.
4. Excellent presentation/communication and problem solving skills.
5. Ability to work under minimal or no supervision.
6. Good time management.
7. Regular and reliable attendance.

Knowledge, Skills, and Experience:

- Some college, technical degree, or job/product related experience. Bachelors degree preferred.
- Two to three years outside sales experience.
- Good mechanical aptitude. Electrical aptitude a plus.
- Must be computer literate with knowledge of MS Word, Excel, and Outlook.
- Clean driving record and willing to participate in drug/alcohol/background screening.

Disclaimer: *this Job Description illustrates the general nature and level of work performed by employees within this job classification. It is not intended to contain or to be interpreted as a comprehensive inventory of all duties, responsibilities, and skills required of personnel so classified.*

Review and Approval:

Date:

Supervisor: _____

Dept. Manager: _____

HR

Concurrence: _____
