

Job Description

Title: Account Manager

Reports to: Director of Sales

Summary of Position

Achieve GP objectives as set out in your sales planning process. Sales executives are the source for bringing new business into McWaters through cold calling, networking and referrals. Excellent project management skills are required for this customer service-oriented position. The Account Manager will be established as the main contact between the client and McWaters. The responsibility for managing accounts begins with identifying business and continues through the completion of work and collection of receivables. It is the Account Manager's responsibility to nurture relationships with existing customers to identify future opportunities.

Primary Duties and Responsibilities

Leadership Responsibilities

- Manage McWaters' relationship with the customer – *be the expert by taking a consultative approach with fact-based analysis and data to back up plan*
- Enter all activity in sales management software (Hedberg), maintaining accurate pipeline, forecasting, and contact information
- Responsible for customer satisfaction on all assigned accounts
- Provide sales support to meet customer needs
- Proactively contribute to strategic account planning and customer performance review meetings
- Coordinate activities of team members to ensure that the most efficient, appropriate solutions are utilized
- Interact with Account Managers in other service-lines to manage expectations and keep them informed on active projects with their customers (cross-selling)
- Work with team members as needed on projects to resolve any customer issues expediently
- Ensure proper documentation for the account is maintained
- Work with Sales Coordinators to ensure accurate billing and timely collection of your accounts

Mathematical Skills

- Ability to add, subtract, multiply and divide all units of measure, using whole numbers, common fractions, and decimals
- Ability to compute rate, ratio, and percent, and to draw and interpret bar graphs
- Ability to calculate figures and amounts such as discounts, interest, commissions, proportions, percentages, area, and gross profit
- Ability apply concepts of basic algebra and geometry

Reasoning Ability

- Ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists
- Ability to interpret a variety of instructions furnished in written, oral, diagram, or schedule form

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Language Skills

- Ability to read, analyze, and interpret general business periodicals, professional journals, technical procedures, or governmental regulations

Job Expectations

- Work necessary hours to support customer requirements
- Assume leadership role for assigned accounts
- Cultivate internal communication network to facilitate account work completion to meet customer needs, budget, and timeline
- Set an example for other team members
- Increase customer satisfaction on assigned accounts
- Contribute to strategic account planning efforts
- Proactively search for ways to increase profit, reduce costs, and improve efficiency of projects

Education and Experience

- Minimum 3-5 years of related office furniture experience preferred
- Proven organizational and follow-through skills
- Proven leadership ability skills
- Excellent communication and interpersonal skills
- Ability to work effectively in a team environment

Related Training Documents

- Customized training agenda based on individual needs

Evaluation Measures

- Achieving or working towards annual sales goal
- Maintain activity in sales management software (Hedberg)
- Keep accurate pipeline and forecast information
- New business development
- Account Receivable management