

Position: Account Manager



Position Classification: Full Time / Exempt

Position Reports to: Sales Manager

Position Supervises: None

Position Summary

- Manage a portfolio of assigned customers.
- Build and maintain strong, long-lasting customer relationships.
- Increase existing business by adding new product services.
- Negotiate account management contracts and agreements to maximize margins.
- Pursue all leads provided by marketing or management.

Responsibilities

Duties include but are not limited to the following:

Essential function(s)

- Meet and exceed personal sales quotas while adhering to Ingenium's Strategic Sales Plan.
- Annual virtual face to face Business Review Meetings with all clients.
- Bi-annual account check-in virtual via face to face meeting.
- Maintain an updated Salesforce account including activities, appointments, opportunities, etc.
- Maintain opportunity pipeline at 4x established growth goal.
- Continually learn about new products and improve selling skills.
- Attend Ingenium-funded training events throughout the year and participate in self-paced tutorial learning when appropriate.
- Demonstrate industry knowledge.
- Develop and maintain Ingenium-Client relationships within the AM's sales territory, and remain integral in those relationships.
- Keep abreast of competition, competitive issues, and products.
- Conduct contract negotiations.
- Manage personal sales pipeline at the direction of the Sales Manager.
- Sell additional products/services into existing clients.
- Effectively and efficiently employ Ingenium innovation resources at appropriate stages in the sales cycle.
- Other duties as assigned by supervisor.

Incumbent must adhere to the following Performance Guidelines:

- Communication with existing clients- 10-20%
- Virtual Face to face meeting with account base- 50%
- Amending and creating new contracts- 10-20%
- Writing Proposals 10-20%

Non-Essential function(s)

- Attend and participate in virtual sales meetings, seminars, and networking events.
- Prepare written presentations, reports, and price quotations.

Qualifications and Experience

- 1-3 years' industry-related and sales experience.
- Excellent communication skills including written, verbal, listening, and customer service skills with the ability to effectively communicate with and work well with others in order to manage projects, meetings, etc.
- Ability to demonstrate outstanding leadership that inspires and motivates others to perform well.
- Embodies strong decision-making, planning, and good judgment.
- Ability to project a calm and professional demeanor regardless of the type of environment (calm or fast paced) or type of clientele.
- Attention to detail and high level of accuracy.
- Exceptional organizational skills with a high consideration to detail.
- Driven and highly self-motivated.
- Experience with Salesforce.
- Strong industry knowledge.
- Adept at time management.
- Able to work with finite deadlines.
- The ability to work independently as well as in a group environment.
- Trustworthy, honest, respectful, and flexible.
- Must be able to be entrusted with confidential information.
- Proficient computer skills working with various office equipment, computers and various programs including Word, Outlook, PowerPoint, Excel, etc. and the ability to effectively work on spreadsheets, word processing, networking, and e-mail programs.

Core Competencies

Leadership

Account Managers should help everyone see and be excited by what's possible. Their customers and their peers should respect them. They should be able to respectfully challenge and direct the customer in the customer's best interest. This means they must have a degree of comfort with tension. Traditional Account Managers are too quick to cave when facing tension with clients. Also, when progress needs to happen internally, they need to have the respect of their team. Team members should want to go the extra mile for them.

Communication

The best Account Managers are able to keep all stakeholders informed on all the important issues. They will often have to lead the presentation of project updates or account reviews. Whether oral or written, it is critical that all communications are concise, clear and convincing. Communication must also be highly nuanced for the particular stakeholder or group being spoken to.

Business Acumen

Many salespeople are far too focused on closing deals and do not understand broader business issues. This approach is fatal when it comes to Key Account Management. An Account Manager must be able to see the bigger business issues for the client and help the client manage their business. They must also ensure all business deals are profitable for both sides.

Relationship Savvy

Account Managers must be able to read people and connect meaningfully with a variety of personalities. They must understand that all progress is made through relationships. They must know when to take the lead in relationship development and when to enable others to take the lead. Their objective is to build a highly intricate web of many-to-many relationships between the client's people and theirs — the more intricate the web, the greater the partnership and the higher the cost to switch to a competitor.

Results Oriented

Account Managers must have laser focus on getting results for the customer. This means they must be proactive and not wait for the customer to notice they are not on track to achieving a particular goal. They must have a “no excuses” mindset. They do what needs to be done. They coordinate multiple resources to the achievement of the decided upon outcome. They will take the blame for failures and give credit to the team for successes because they are driven by outcomes not their ego.

Appetite for Learning

A successful Account Manager recognizes the pace of change the company undergoes. Consequently, they are always open to training and development. They never rest on their laurels. Part of the respect they gain from others comes from the fact that others see that they are constantly growing in their perspectives and abilities. They constantly look for opportunities to improve in areas that they have identified as important.

All of these attributes require a mix of a hunter and a farmer mindset. There are some things that must be looked after with a short-term laser focus. These short-term issues must be executed while simultaneously understanding how they fit into and accelerate long-term objectives and a long-term vision. It is an unusual mix of attributes as it requires mental flexibility. Those who possess these traits will lead their organizations and their clients to much greater rewards.

Education and Certifications

- Bachelor's degree in science or environmental field preferred.

Physical Demands

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.

- Most work is performed in a temperature-controlled office environment.
- While performing the duties of this job, the employee is required to walk 50% of the time, stand 10% of the time and sit 40% of the time.
- The employee will occasionally lift and or carry up to 25 lbs.
- Employee may use computer, phone, copier, and other office equipment in the course of a day.
- While performing the duties of this job, the employee is occasionally required to use hand to finger, handle or feel objects, touch and use tools, reach with hands and arms, climb stairs, bend, stoop, twist,

lift, reach, push, pull, grasp, balance, kneel, crouch, crawl, grasp, talk, hear, and walk during the course of employment.

- Specific vision abilities required by the job include close vision, distance vision, color vision, peripheral vision, depth perception and an ability to adjust focus.
- Employee may be required to travel for business purposes.

Environment

Work environment characteristics described here are representative of those that must be met by an employee to successfully perform the essential function of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing this job, the employee is exposed to weather conditions prevalent at the time. This may include warm, hot, or cold temperatures. The noise level in the work environment is moderate.

Work Schedule

Employee will be required to work a minimum of forty (40) hours per week or as many hours as it takes to perform above job duties. Employee must be scheduled to work Monday – Friday between the hours of 7:00 a.m. – 5:00 p.m. Schedule may vary based on business demands and may require after hours and/or weekend hours as well.

Acknowledgement for Receipt of Job Description

I have received a copy of this Job Description and have read and understand its contents. I understand that if I have any questions pertaining to this job description or my overall job duties, I will consult my supervisor immediately. Furthermore, based on business demands, I understand that the company may revise my duties at its discretion.

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Employee Information

Employees Name: _____
Employee Signature: _____
Date: _____

Supervisor Information

Supervisors Name: _____
Supervisors Signature: _____
Date: _____