



Account Manager

Position Description

Reports to: Business Development Manager/President

Division/Department: Business Development

Supervises: None

Status: Full Time, Exempt

OVERVIEW

This position is responsible for building relationships with current clients in order to accelerate sales volume. In addition to developing existing accounts, this position will also need to create new customer relationships. You will work alongside our highly competent production staff to embody all aspects of the sales process to ensure high customer satisfaction levels while developing long-term relationships.

RESPONSIBILITIES

Essential Functions:

- Meet or exceed assigned sales quota by:
 - Executing the sales cycle in a timely fashion
 - Set up weekly sales appointments
 - Maintain assigned contact lists
 - Participate in professional associations
 - Educate customers through lunch-and-learns
 - Participate in industry continuing educational events
 - Complete Emergency Response Profiles (ERPs)
 - Discuss benefits of emergency event preparation
 - Build customer relationships and rapport by educating them on the reasons C&C is the best restoration company

Responsibilities:

- Increase sales territory revenue by consistently achieving sales territory goals
- Distribute promotional items to Property Managers, Building Engineers, and their Assistants
- Accurately log all customer information, site visits, and other pertinent activities in the client relationship management software (Luxor)
- Collect and maintain information on the requirements, organization, budget and preferences of current and potential customers; Be well versed in the customer's problems and goals
- Effectively communicate sales or service opportunities and customer concerns and suggestions to the VP of Business Development
- Identify, investigate, track, and resolve customer concerns or complaints, identify trends, implement solutions, and recommend a course of action on how to alleviate these in the future
- Continuously research sources for developing customers and for information to determine their potential
- Assist in digital marketing campaigns and projects to increase company visibility and increase sales opportunities
- Maintain an accurate record of customer communication and contact information
- Attend and participate in trade shows, conferences, golf tournaments, committees and other marketing events as assigned and approved by the VP of Business Development
- Maintain knowledge of competitor restoration companies and identify and report intelligence on competitor pricing or marketing strategies
- Maintain current knowledge of all company products and services
- Educate and explain best practices in remediation techniques for all company products and services
- Reasonably set the customer's expectations
- Perform other functionally relevant duties as assigned

Requirements:

- Comfortable dealing face to face with customers
- Possess reliable transportation
- Excellent time management skills
- Comfortable utilizing technology including CRMs, smart phones, and computers
- Superb sales and customer service skills
- Proficient verbal and written communication skills
- Strong business and financial background
- Process-and-results-driven attitude
- At least 3 years sales experience in the restoration industry preferred

Please note this job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee for this job. Duties, responsibilities and activities may change at any time with or without notice.

Account Manager

Date

President

Date