



Job Description

Job Title: Account Manager	Reports to: National Sales Manager
Department: Sales	Job Status: Hourly
Revision Date: December 2016	Other:

Purpose of Position

An Account Manager is an outbound phone sales position actively working with customers on a daily basis to build relationships, uncover opportunities, and increase sales.

Essential Job Functions/Responsibilities: *(other duties may be assigned. Management also reserves the right to change or modify position descriptions from time-to-time to meet the needs of the business with or without notice).*

- Assuring quotas are met or exceeded monthly
- 60 Outbound phone calls daily to build relationships, discuss campaigns, and capture sales
- Minimum of 3 hours' outbound phone time daily
- Executes weekly skype meetings with customers to present opportunities and presentations.
- Aggressively seeks and finds new business within existing customers
- Builds and maintains pipeline to achieve monthly quota
- Interacts with existing customer to develop new business
- Responsible for customer territory analysis
- Identifies current and future needs of customers and potential customers
- Provides customer service and support of all customers, including handling queue calls
- Provide quotations to all customers with 4 hour turn around
- Increase AOV
- Educate customers on our tools (samples, corporate presentations, three free etc.)
- Maintains a current and competent base of product knowledge and applies that knowledge when servicing customers
- Provide product and industry expertise when needed
- Maintain NetSuite ASI information and pipeline data
- Provide customers reporting to increase sales
- Follow up thank you calls on large orders
- Responsible for carrying out tasks following deadlines, and checking that all tasks are complete
- Works internally to solve problems for our high level accounts with many different departments.

Required Position Skills

- Oral Communication Skills
- Planning and organizing skills
- Problem solving skills
- Service Orientation
- Team Work



- Customer service appreciation and awareness
- New business development skills required
- Possess the ability to generate and foster relationships with customers
- Ability to work independently as well as part of a large sales team
- Possess desire and drive to develop and grow
- Strong negotiation and problem solving skills
- Ability to conduct presentations

Reasoning Ability

- Must be able to think freely and make decisions on own pertaining to job responsibility
- Able to perform duties without supervision
- Ability to keep calm, responsive and friendly under pressure
- Able to handle a variety of different tasks at once as well as challenges that may arise with customers, associates, and/or vendors
- Knows when to request help or assistance from supervisor
- Strong negotiation and problem solving skills

Work Environment

- This is a very fast paced busy environment
- Regular attendance in conformance with the standards, which may be established by Hub from time-to-time, is essential to the successful performance of this position. Associates with irregular attendance will be subject to disciplinary action, up to and including termination of employment.
- Associates may be required to work varying schedules to reflect the business needs of the Company
- Multitasking
- This position is monitored by direct/indirect supervision to insure all unit procedures are adhered to.
- Upon employment, all associates are required to fully comply with Hub’s rules and regulations for the safe and efficient operation of the Company. Associates who violate any rules and regulations or policies and procedures will be subject to disciplinary action up to and including termination of employment

Check All That Apply

Competency	N/A	Basic	Proficient	Specialist	Expert
Computer skills, including MS Office applications,				x	
MS Word styles, templates, columns and tables.				x	
MS Excel				x	
MS PowerPoint				x	
Knowledge of CRM Software				x	
Attention to detail, consistency, accurate typing and proofreading.				x	
Organized, able to work independently and balance heavy				x	



workload.					
Project management skills, tactful, diplomatic with highly developed interpersonal skills.				x	
Oral and written business communication skills.				x	
Demonstrated success in building and maintaining accounts				x	
Proven success in meeting or exceeding sales quotas				x	

Education/Vocational Experience

The education, specialized training, required licenses or certifications and/or years of directly related experience required to enter this job:

- Bachelor’s Degree or comparable work history.
- Candidates must have at least one year of outbound dialing experience.
- Promotional industry experience is a plus

NOTE: This job description is not intended to be all-inclusive. Associates may perform other duties as directed by Management in order to meet the ongoing needs of Hub Pen Company, LLC