

Account Manager/Inside Sales

Position Overview

This position is the front-line and primary customer and prospect contact of the company. It is primarily through this position that we demonstrate commitment to our customers and vendors to achieve service excellence. As an Account Manager you are responsible for performing customer service tasks in accordance with company business practices and strive to develop meaningful relationships with customers to encourage trust and loyalty.

Essential Duties and Responsibilities

- Handle customer-initiated transactions
- Provide price, availability, and lead time information
- Answer application questions
- Prepare bids and enter all bids on the quote/order entry system
- Conduct follow-up calls to close sales on all bids to unassigned accounts
- Disposition all open quotes for assigned accounts
- Process e-Shop quotes and orders
- Demonstrate proficient use of all job support tools
- Communicate and coordinate with District Sales Managers on all joint assigned accounts
- Demonstrate telemarketing skills with outbound contact
- Build and maintain internal and external relationships
- Participate in personal development activities
- Stay informed with company business plan, including marketing objectives, sales goals, promotions, policies, and procedures
- Perform special projects, participate on project teams and other tasks assigned by management and complete required projects in a timely manner
- Meet sales goals and objectives as set by sales leadership

Requirements:

- Ability to develop & maintain technical knowledge of products
- Proficient computer skills with ability to learn sales processes and systems
- Self-motivated individual who is driven for success
- Excellent communication and organizational skills
- Interpersonal & presentation skills
- Ability to present, negotiate and close sales
- Motivated, self-starter who can work independently as well as part of a team
- Excellent problem solving and time management skills
- Bachelor's degree from an accredited college or university
- 1 – 3 years of sales experience preferred in Inside Sales, Telemarketing, Prospecting or Account Management; or an equivalent combination of education and experience sufficient to successfully perform the essential functions of the position