

POSITION DESCRIPTION

TITLE:	Account Manager	DEPARTMENT:	Program Operations
LOCATION:	Sterling, IL	REPORTS TO:	Program Operations Manager
JOB CODE:		FLSA STATUS:	Exempt
CREATED:	8/4/17	JOB STATUS:	Full-time

MAIN OBJECTIVE:

Create long-term, trusting relationships with a portfolio of assigned customers. Understand client demands, plan how to meet those demands, and generate revenue/profit for the company as a result. Assure customer experience is consistent with or exceeds expectations, both at the corporate and buyer level, while driving revenue and profitability growth. Liaise with internal cross-functional teams to improve customer experience and maximize operational productivity.

ESSENTIAL DUTIES & RESPONSIBILITIES:

- Lead point of contact for corporate client, account executive, and program support team for new campaigns, challenging program requests, and escalation issues.
- Develop and oversee customer retention and revenue/profit growth campaigns.
- Manage portfolio budget and meet or exceed revenue/profit quotas, as established by management.
- Develop trusted advisor relationships with account executives, customer stakeholders, and internal support team.
- Coordinate with internal teams to ensure timely and successful delivery of our solutions.
- Clearly communicate progress of financial and support initiatives to key stakeholders.
- Forecast and track key metrics related to assigned portfolio.
- Prepare both internal and external program reviews on a monthly, quarterly, and annual basis.
- Provide feedback to management on daily account support as needed.
- Provide oversight to demands on inventory, assuring obsolescence and turn goals established by management are met.

REQUIRED EDUCATION/EXPERIENCE:

Bachelor’s degree and one to three years in account or project management required. Previous experience in the promotional products industry preferred.

REQUIRED SKILLS:

- Proven work experience as an Account Manager, Key Account Manager, Sales Account Manager, or relevant role.
- Demonstrate ability to effectively communicate, present, and influence key stakeholders at all levels of the organization.
- Experience delivering client-focused solutions to meet customer needs.
- Proven ability to juggle multiple, high-pressure account management projects at a time, while maintaining a sharp attention to detail and calm demeanor.
- Excellent listening, negotiation, problem-solving, organizational, and communication skills.
- Possess and project a positive, professional attitude through outstanding interpersonal skills
- Must be a flexible, enthusiastic and creative team player who is able to work overtime when required
- Proficient in the use of Microsoft Software applications such as Outlook, Word, Excel and PowerPoint
- Above-average typing skills

PROFESSIONAL RELATIONSHIPS:

- Account Executives
- Sales Support team members
- Promotional Product Suppliers
- Customers/Clients
- Corporate Management Team
- Customer Service, Fulfillment, Accounting, and Marketing Departments

PHYSICAL REQUIREMENTS:

- Sitting for long periods of time
- Dexterity to successfully operate office machines such as telephone, computer, fax, and copier
- Possible travel required, typically no more than 1-2 weeks per quarter.

My signature below indicates that I have read, understand and agree to the above job description. I agree to accept these duties and responsibilities as conditions of my employment.

Employee’s Name (please print)

Employee’s Signature

Date