

## JOB DESCRIPTION

**POSITION:** Account Manager

**REPORTS TO:** Area Sales Director

### **Responsibilities:**

1. Oversee and manage all MCESI activities within assigned accounts.
2. Maintain full account responsibility and accountability for assigned accounts.
3. Provide solutions to customer needs.
4. Translate customer requests into actual customer needs.
5. Continually develop new prospective customers.
6. Consistent outside call activity on a weekly basis to existing customers, prospects, and inactive customers.
7. Enable customers to maximize productivity and costs through education, training and resources available, i.e. seminars, direct mail, Internet.
8. Focus on increasing the sales levels of existing customers by communicating the Full range of the company's product capabilities.
9. Quote prices for various jobs as required.
10. Assist in locating special parts or products for customer using available resources.
11. Solve problems and complaints quickly and competently.
12. Process customer orders, returns, credits, cash and credit card transactions.
13. Provide excellent follow-up for all sales calls and orders as needed.
14. Develop strategies to turn prospects into customers.
15. Participate in ongoing product and company-wide training.
16. Work together with sales and automation team members to ensure superior levels of customer service.
17. Special projects as required by Area Sales Director.

### **Qualifications:**

- A. High school diploma
  - B. 3-5 years experience in electrical distribution
  - C. Completion of MCESI training requirements
  - D. Good organizational and time management skills
  - E. Excellent follow-up
  - F. Excellent customer service skills
  - G. Good problem-solving ability
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