

Job Description

JOB TITLE	ACCOUNT MANAGER
CLASSIFICATION	Exempt
REPORTS TO	Vice President – Sales and Business Development

POSITION PURPOSE

Account Managers are responsible for opening new accounts, providing appropriate service levels to accounts assigned to them, generating profitable business from them while ensuring their satisfaction with Guernsey's programs and performance relative to their purchases of products and services.

DUTIES AND RESPONSIBILITIES

- Meet, or exceed, sales and profit objectives for all products and services as established by sales management
- Open new accounts to increase business (sales and gross profit) each year.
- Retain current accounts and work with them to generate additional profitable business.
- Provide appropriate levels of service to your assigned accounts resulting in a high level of customer satisfaction. Maintain an in depth understanding of each account's requirements and take appropriate action to ensure that they are met to the customer's satisfaction.
- **Actively engage** customers assigned to you through current technologies and respond to their inquiries and requirements in a timely fashion, to include the ability to make site visits per customer need or company directive.
- Develop and maintain a thorough understanding of company products offerings, services, and resources available to satisfy customer requirements. Continually incorporate these into each customer's program to best meet their specific needs.
- Maintain an understanding and competency in Guernsey proprietary technologies (e.g., Prism, Sales Rep Connect, Guernsey's online ordering systems) as well as other commonly used technologies (e.g., video conferencing, audio visual equipment, social media platforms) and software used in business (Microsoft Word, Excel, PowerPoint).
- Perform all aspects of the job as assigned by management in a timely manner.
- Understand the company policies and procedures and adhere to them.
- Interact with colleagues and clients in a professional, respectful, and courteous manner...and adhere to code of conduct as outlined in company handbook.
- Attend meetings and training sessions as directed by management.

NOTE: This job description is meant to serve as a guideline for the general tasks of position. Other tasks and responsibilities may also be required as assigned.

KNOWLEDGE, SKILLS, AND ABILITIES

- Willingness to meet new people and establish rapport quickly
- Excellent customer service skills (friendly, courteous, helpful)
- Computer proficiency and aptitude to operate commonly used technologies
- Ability to work effectively in a team environment with colleagues
- Ability to effectively plan and set priorities to reach goals
- Strong analytical skills and attention to detail
- Excellent communication and organization skills
- Full understanding of company policies and procedures
- Ability to travel to company meetings, functions, events, and offices at various geographic locations

PHYSICAL DEMANDS

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this position. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The employee is regularly required to use hands and fingers to operate a computer keyboard; reach with hands and arms; talk or hear, stand, walk, and sit. The job includes extensive use of close vision to endure long periods of time looking at a computer monitor and working with paperwork. The job also includes frequently moving to and from Guernsey offices and traveling to customer locations.

RESPONSIBILITY AND DECISION-MAKING AUTHORITY

The employee is empowered to satisfy customer needs by assigning resources and services to them that fall within the scope of those we regularly make available to our customer base. Extraordinary commitments of resources must be approved by Guernsey management prior to offering to the customer.

WORKING RELATIONSHIPS

The employee will work with the customer service staff, and members of other departments, who will provide them and their clients with support. In addition, the employee will report directly to a member of the Guernsey sales management team, depending on the office to which they are assigned.

OTHER REQUIREMENTS

Transportation – The employee must have the means to visit customer site locations throughout their geographic area of emphasis to meet customer and company expectations.

Communication – The employee must be accessible by phone, email and all commonly used devices and platforms to provide a responsive level of service to their customers.

Employee Signature: _____

Date: _____

Manager: _____

Date: _____