

CURRIER PLASTICS, INC.

JOB DESCRIPTION

JOB TITLE: Account Manager **STATUS:** Exempt
DEPARTMENT: Business Development **REPORT TO:** Sales & Marketing
Manager
REVISED: RR; 5/25/18 **APPROVED BY:** Ron Ringleben

Job Summary:

The Account Manager's role is to oversee a portfolio of assigned customers, developing new business and coordinate activities between external customer and internal resources.

ESSENTIAL JOB FUNCTIONS:

Account management responsibilities include developing strong relationships with customers, connecting with key business executives and stakeholders and preparing sales reports. Account Managers also answer client queries and identify new business opportunities among existing customers. In this role, you will liaise with cross-functional internal teams (including Customer Service, Product Development, Supply Chain, Operations and Quality departments) to improve the entire customer experience. This position will require travel to meet face to face with customers on a monthly basis

RESPONSIBILITIES:

- Serve as the lead point of contact for all customer account management matters
- Must be able to articulate the molding process capabilities at Currier Plastics
- Build and maintain strong, long-lasting customer relationships
- Negotiate contracts and close agreements to maximize profits
- Develop trusted advisor relationships with key accounts
- Ensure the timely and successful delivery of our solutions according to customer needs and objectives
- Clearly communicate the progress of monthly/quarterly initiatives to internal and external stakeholders
- Develop new business with existing customers and/or identify areas of improvement to meet sales quotas

- Forecast and track key account metrics (e.g. monthly sales results, forecasts and annual plan)
- Prepare reports on account status
- Assist with challenging client requests or issue escalations as needed
- Ability to understand technical information and translate into value for non-technical audiences
- Excellent technical and communications skills including writing, editing and critical/analytical thinking skills
- Ability to work independently and demonstrate initiative, adaptability and follow-through

QUALIFICATION STANDARDS:

- Proven work experience as an Account Manager, Key Account Manager, Sales Manager
- Must have proven plastics processing knowledge
- Demonstrable ability to communicate, present and influence key stakeholders at all levels of an organization, including executives
- Solid experience with CRM software (e.g. Epicor, Salesforce) and MS Office (particularly MS Excel, Powerpoint, Word)
- Experience delivering customer-focused solutions
- Proven ability to juggle multiple account management projects at a time, while maintaining sharp attention to detail
- Excellent listening, negotiation and presentation abilities
- Strong verbal and written communication skills
- BA/BS degree in Business Administration, Sales or relevant field experience
- Must have clean driving record

SUPERVISORY RESPONSIBILITIES:

No supervisory requirements.

PHYSICAL ACTIVITIES AND REQUIREMENTS:

Light work: Exerting up to 20 pounds of force occasionally, and/or up to 10 pounds of force frequently, and/or a negligible amount of force constantly to move objects. If the use of arms and/or leg controls requires exertion of forces greater than that for Sedentary Work and the employee sits most of the time, the job is rated for Light Work

Ability to sit, stand and walk, particularly for sustained periods of time. Ability to climb, use fingers, grasp, feel and perform repetitive motions. Ability to talk and hear.

EQUIPMENT USED:

Ability to operate general office equipment

SAFETY, PROTECTIVE CLOTHING AND GEAR REQUIREMENTS:

Safety requirements for this position include, but are not limited to eye protection when on the production floor and in the tool room. Employees must follow any additional safety requirements as posted in specific job areas.

ENVIRONMENTAL CONDITIONS:

The employee is not substantially exposed to adverse environmental conditions (such as in typical office or administrative work).

MENTAL AND VISUAL REQUIREMENTS:

Close mental and visual attention required to perform work dealing primarily with preparing and analyzing data and figures, performing accounting work, using computer terminal, AND/OR extensive reading.

COMMUNICATION SKILLS:

Ability to read, analyze and interpret the most complex documents. Ability to respond effectively to the most sensitive inquiries or complaints. Ability to write speeches and articles using original or innovative techniques or style. Ability to make effective and persuasive speeches and presentations on controversial or complex topics to top management of own organization or outside organizations, public groups, and/or members of governing Boards.

MATH SKILLS:

Ability to add, subtract, multiply and divide in all units of measure, using whole numbers, common fractions, and decimals. Ability to calculate figures and amounts such as interest, proportions, percentages, area circumference and volume. Ability to apply concepts of basic algebra and geometry. Ability to interpret bar graphs. Ability to work with mathematical concepts such as probability and statistical inference, and fundamentals of plane and solid geometry and trigonometry.