

CURRIER PLASTICS, INC.
JOB DESCRIPTION

JOB TITLE: Account Manager **STATUS:** Exempt
DEPARTMENT: Business Development **REPORT TO:** Sales & Marketing
Manager
REVISED: 11/07/2022 **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 focused primarily in our medical market segment

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 capabilities at Currier
- Build and maintain strong, long-lasting customer relationships which include customer & market intelligence
- 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/yearly initiatives to internal and external stakeholders – KPI's
- Develop new business with existing customers and/or identify areas of improvement to meet sales quotas (product profitability)

- Forecast and track key account metrics (KPI's)

- Prepare monthly 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
- 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: None

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 for sustained periods of time. Acute speaking and listening is imperative for communication with the customer.

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 and room hair nets and coats in production areas. 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, use units of measure, fractions, and decimals. Ability to calculate interest, proportions, percentages, and interpret bar graphs. Ability to work with probability and statistical inference, and fundamentals of algebra, plane and solid geometry and trigonometry

EMPLOYER'S DISCLAIMER:

- All requirements are subject to possible modification to reasonably accommodate individuals with disabilities.
- This job description in no way states or implies that these are the only duties to be performed by the employee occupying this position. Employees will be required to follow any other job-related instructions and to perform any other job-related duties requested by their supervisor.
- This document does not create an employment contract, implied or otherwise, other than an "at will" employment relationship.

EMPLOYEE'S ACKNOWLEDGMENT:

I have read and received a copy of this job description.

Employee Signature

Date