



## Account Manager

**Job Title: Account Manager**

**Department: Sales**

**Reports to: Sales Manager**

### GENERAL SUMMARY:

The Account Manager is responsible for the full sales lifecycle as it pertains to the current customer base of the company. This position must farm active customers to up-sell products and services by developing a thorough understanding of their business and technology needs.

### Essential Duties and Responsibilities:

- Work with active customers to develop a deep understanding of their needs and translate those needs into product requirements that satisfy their demands
- Cross-selling and up-selling services and solutions to existing accounts
- Qualify new sales opportunities for current customers
- Receive requests for service and products details from customers and provide timely responses
- Conduct onsite or online presentations that showcase the services and products of the company to active customers
- Work with management to develop proposals, quotes and respond to RFP/RFI documents
- Effectively communicate features and benefits of solutions and manage prospect expectations throughout the lifecycle of the account
- Manage the complexity of Managed IT services proposals, contracts, lease agreements, and service level agreements
- Maintain in-depth product knowledge of the service offerings of the company
- Perform sales procedures through activities and opportunities in CRM and remain compliant with defined policies and procedures
- Achieve and maintain a positive rapport with prospects and work to give them the best possible service

### Additional Duties and Responsibilities:

- Attend weekly sales meetings and ensure sales opportunities are compliant with company policy
- Develop in-depth knowledge of the service catalog and how it relates to customer's needs
- Document internal processes and procedures related to duties and responsibilities
- Responsible for entering time and expenses in CRM as it occurs
- Understand processes in CRM by completing assigned training materials and blueprints on the CRM University
- Enter all work as activities or service tickets into CRM

**Knowledge, Skills, and/or Abilities Required:** To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Outside sales experience with selling any of the following: IT services and products, managed IT services, or IT consulting
- Possess a track record of managing the customer commitment, negotiation, and closed of the sales process
- Demonstrated level of success in the development of client relationships
- Enjoy working with customers and external audiences

- High energy and drive with good negotiation skills
- Proficient with general office applications
- Strong organizational, presentation, and customer service skills
- Skill in preparing written communications and materials
- Interpersonal skills: such as telephony skills, communication skills, active listening and customer-care
- Ability to multi-task and adapt to changes quickly
- Typing skills to ensure quick and accurate data entry
- Self-motivated with the ability to work in a fast moving environment