

Position: Account Manager
Location: Remote
Start Date: ASAP
Hours: Full Time / Permanent
Department: Inside Sales
Reports To: Sales Management

We are currently looking for an Account Manager to join our team. Reporting to the Sales Management team, the primary objective of this role will be to cultivate and maintain key business relationships with our largest customers by fostering customer loyalty through elite sales and service techniques and consultative selling. The Account Manager position's primary role is to create a "white glove" experience for every targeted customer. Customers serviced by the account manager should have an easy, streamlined experience with alphabroder from beginning to end. Creating an environment of ease, consistency, and stability, this role will work hand in hand with our field outside sales team and provide customer service support to drive revenue and enhance the customer experience. Ideal candidate should be reliable and dependable and a loyal team worker. Account manager needs to be a skilled listener, patient, empathetic and great at reconciling conflicts.

Key Responsibilities and Expectations:

- Manage customer relationships within assigned territory serving as the customers internal advocate to ensure they receive the highest level of service and support
- Provide immediate resolution when problems arise with a focus on rapid response time, proper expectation setting and conflict resolution
- Collaborate with Field Sales Reps and Strategic Account Managers to identify and assist in program opportunities and business immersion
- Effectively utilize merchandising skills to upsell and position alphabroder's competitive advantages regarding products and services
- Build strong interdepartmental relationships to create effective avenues of efficiency for the customer
- Responsible for providing timely and accurate information to assigned focused accounts by phone, email and web regarding styles, inventory, pricing, backorders, discontinued items, shipping dates, specials, order status and return policy and procedures
- Prepare and communicate quotes – provide pricing structures to drive repetitive revenue growth
- Anticipate and resolve customer issues while providing an elite level of service
- Providing a consultative selling approach to create effective customer solutions
- Supply customers with new product information, samples and marketing materials to suggest apparel and hard goods solutions based on specific end user requirements
- Account Manager must maintain an elevated level of customer service with a focus on quick response time to customer inquiries
- Account Manager must be skilled in multi tasking in all areas, including but not limited to phone calls, emails, internal department navigation, marketing and web driven solutions
- Revenue Goal: representative must achieve their revenue goal 9 out of 12 months annually
- Opportunity Tracking: representative must submit all large volume pipeline opportunities weekly following the designated format
- Failure to achieve the minimum expectations/requirements of the Account Manager position can lead to disciplinary actions, up to and including dismissal

Qualifications/Requirements:

- Bachelor's degree/ College Diploma required, preferably in business.
- 3+ years customer or sales experience, preferably in Business to Business (B2B) environment
- Account management experience an asset
- Superior client relationship skills and highly developed follow-up skills
- Detail orientated with outstanding problem solving and negotiation skills
- Excellent verbal & written communication and presentation skills
- Excellent organizational and time management skills
- Ability to multi-task while adjusting to changing priorities
- Ability to prioritize and work within deadlines while demonstrating strong teamwork skills
- Ability to present and interact virtually with customers on web-based platforms (Zoom, Microsoft Team, Google Meet, etc)
- Highly proficient computer skills, including e-mail, Word, Excel, PowerPoint.

