

**Name:****Job Title:** Sales Account Manager**Reports To:** Vice President of Operations / Vice President of Sales / Chief of Staff / CEO**FLSA Status:** Exempt, Salary, Full-time**Prepared Date:****Summary**

The Account Manager is responsible for answering phones, online requests, emails, cold calling, prospecting and building relationships that will increase customer penetration, revenue growth and customer satisfaction within ClickAway's products and services. Focus areas will include driving new business as well as increasing penetration in existing customer base.

In this role, you will be responsible for managing the success of the relationship with each customer to achieve the goals and objectives identified by the customer and ClickAway. This responsibility includes identifying, quantifying, qualifying, tracking, and evaluating customer gaps in technological productivity and pain points and for facilitating, developing, designing, and implementing processes that improve overall customer experience.

In addition, you will also act as customer advocate and liaison back into the ClickAway organization (field sales, customer service, implementation, contracts, operations).

**Qualifications**

We are seeking a candidate who is customer-driven; an entrepreneurial-minded team player that wakes up every day focused on meeting customer needs and working proactively to build long-lasting relationships and sustainable processes and solutions.

The Account Manager is an experienced consumer technology advisor, master communicator, problem solver, and ongoing project manager responsible for the customer relationship within said store location.

Incorporates a consultative approach to fulfill customer needs by driving value added services that improve customer operational efficiencies and result in improving customer sales and margins. You will call on current customer base as well as look for new ways to increase store invoice count and gross profit through additional streams of customer acquisition and grassroots marketing. Product offerings are selling intangible technology programs and services to customers to help solve overall technological issues.

Additionally, 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.

**Essential Duties and Responsibilities**

- Assuming direct accountability for all aspects of the selling process within an assigned customer base
- Striving to improve customer loyalty and retention and drive deeper sales penetration within existing customer accounts with a primary emphasis on generic selling
- Analyzing opportunities and developing strategies to drive growth in product and service offerings

- Focus areas will include driving new business as well as increasing penetration in existing accounts.
- Achieving 100% customer retention; prepares reports, inventory analysis and turnover reports, written recommendations and statistical reports as appropriate and/or as requested by sales management

### ***What is expected of you for success in your role***

- Demonstrates advanced knowledge of ClickAway products and services as well as old and new consumer technology products and customer industry, including: key competitors, terminology, technology, trends, challenges, reimbursement and government regulation; demonstrates working knowledge of how ClickAway offerings match with a customers' unique business needs.
- Initiates and takes ownership of principles of territory management, including: account planning, selling processes, post-sales implementation processes, deal economics
- Identify and target new business and market development opportunities through cold calling and relationship development.

### ***What is expected of you for functional success:***

- Customer's primary point of contact for non-acute product sales, problem resolution & project identification.
- Responsible for identifying, quantifying, qualifying, tracking & evaluating customer pain points and translating into an integrated sale pipeline.
- Customer retention and grow existing customers, hunt and win net new customers, profit optimization through price and formulary.
- Establishes deep relationships with customers at various functional touchpoints and operating levels.
- Cultivate customer relationships and align organizational priorities to deliver an exceptional customer experience.
- Driving aggressive pipeline management, deal model rigor, and sales execution.
- Be a customer advocate internally and strong communicator of business requirements cross-functionally.
- Build out organizational capabilities, go to market strategies, and sales tools.
- Applies knowledge of the customer's business to develop optimal solutions.
- Proactively and with a regular cadence demonstrates to the customer the defined value of doing business with ClickAway both pre- and post-sales.
- Effectively negotiates and collaborates with the customer and colleagues to influence support for mutually beneficial outcomes and achieve consensus.
- Builds and sustains relationships founded on trust with internal and external customers and ensures customer satisfaction and loyalty.
- Identifies and qualifies new sales opportunities and develops plans for introducing new solutions through collaborative relationships.
- Ensure appropriate penetration of ClickAway products and services into non-acute channel; identify and qualify new revenue opportunities; develop plans for introducing new solutions.
- Demonstrate advanced knowledge of customer relationship management, sales, and operations functions.
- Participates in the development of policies & procedures to achieve goals, specifically regarding standardization of customer price, product & process efficiencies.

- Bring forward recommendations on rightsizing of localized inventory, as well as par-level adjustment opportunities based on seasonality & historical usage.
- Provide clear and consistent feedback on progress against agreed upon goals and objectives.
- Responsible for hiring and developing talent, managing performance, building culture, and creating an inclusive working environment for their team.
- Manages team's opportunity pipeline, regional strategies, and performance vs. quota.
- Partners with team members to develop competitive customer pricing/offers while maintaining deal model discipline to ensure customer offers deliver bottom line profitability.
- Creates monthly progress reports, performance updates, and executive summaries on key team dynamics, opportunities, and risks.
- Advocates internally for process improvement and represents voice of customer with cross-functional partners internally.
- Holds regular business reviews and cadences with key customers to drive improvements and develop strategic relationships; including organizing top to top meetings.
- Navigates service / performance challenges; identify and execute mitigation solutions.
- Understands competitive landscape in their region and develops counter strategies to retain and win business in competitive scenarios.
- Collaborates with internal teams and vendor partners to achieve desired results.
- Partners with other sales teams to maximize scale and leverage across the company.
- Drive project teams to improve processes, team tools/resources, and to elevate customer experience
- Interacts with internal and/or external leaders, including senior management.
- Leverages organizational awareness to overcome obstacles and influence positive outcomes, while maintaining relationships.
- Identify pricing model that best meets the needs of the customer.
- Develop & maintain customer profile/attributes and distribution pipeline in CRM.
- Collaborate & coordinate with the Leadership Team on identified opportunities.
- Develop conversion & substitution strategy.
- Responsible for overall account profitability, to include leading deal modeling and approval processes, developing and executing account profitability strategies.
- Determine overall direction for strategic accounts, understand competitive landscape, and market insights.
- Understand account strategic priorities, direction and needs, to develop strategic sales plans across business units, to ensure effective prioritization and execution.
- Expand relationships and build customer insights in order to identify new sales opportunities that will grow revenue, profitability and market share.
- Collaborate proactively with business unit commercial teams to execute strategic sales plans.
- Support ongoing improvement of group strategies, including segmentation and targeting criteria, program and offering development, and organizational effectiveness.
- Reviews pricing policies on merchandise according to requirements for profitability of store operations.
- Coordinates sales promotion activities and prepares, or directs workers preparing, merchandise displays.
- Execute the processes and procedures that ensure that the "back" of the store works as well as the "front" from a customer perspective.

- Supervises associates engaged in sales work, taking of inventories, reconciling cash with sales receipts, keeping operating records, or preparing daily record of transactions, assist with P&L to track and monitor sales, gross profit and units sold.
- Maintain inventories at adequate levels, orders merchandise or prepares requisitions to replenish merchandise on hand.
- Ensures compliance of associates with established security, sales, and recordkeeping procedures and practices.
- Answers customer's complaints or inquiries.
- Facilitate and participate in weekly staff training/educational sessions to increase knowledge, create high levels of motivation, and inspire team to achieve results.
- Locks and secures store.
- Special projects as assigned.
- Other duties as assigned.

### **Education and/or Experience Requirements & Preferences**

- Bachelor's degree or equivalent education in relation to Information Technology; or 2-3 years' experience in a Sales Account Management role in relation to Information Technology **required**.
- Prior experience managing/supervising associates in an IT setting will be prioritized.
- Customer Service and Sales experience **required**.
- Certifications in: CompTIA, Apple Certified Macintosh Technician (ACMT), Microsoft Certified Solutions Expert (MCSE), Google IT Support Professional Certificate, **preferred**; applicants with this will be prioritized

### **Eligibility Requirements**

- Proof of eligibility to work in the USA
- Pass reference and background check
- Possess a California Driver's License; provide a clean DMV record, proof of insurability, as this position does sometimes require driving.
- Must live within reasonable commuter distance.
- Available to work Saturdays.

### **Compensation & Benefits:**

- Annual salary of \$62,400 or Higher DOE + Commission & Bonus
- Accrual of Paid Time Off + California Paid Sick Leave
- Health and Dental Benefits
- 401K Available

### **Language Skills**

Ability to read, analyze and interpret general business periodicals, professional journals, technical procedures or government regulations. Strong oral and written communication skills, great listening skills and have patience. Ability to work successfully with a diverse group of internal and external customers, business professionals, vendors, and officials.

## **Mathematical Skills**

Ability to calculate figures and amounts such as discounts, customer coupons, percentage discounts as needed.

## **Reasoning Ability**

Ability to apply common sense, understanding to carry out instructions furnished in written, oral, or diagram form. Ability to deal with problems involving several concrete variables in standardized situations.

## **Computer Skills**

To perform this job successfully, an individual should have knowledge and good understanding of popular off the shelf programs including MS Suite, Google Suite, consumer financial programs, browser interface for email, remote connections. Have knowledge and good understanding of computer hardware parts and boot-up processes.

## **Physical Demands**

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

While performing the duties of this Job, the associate is regularly required to talk or hear. The associate is frequently required to stand; walk; sit; use hands to finger, handle, or feel and reach with hands and arms. The associate is occasionally required to climb or balance; stoop, kneel, crouch, or crawl and taste or smell. The associate must occasionally lift and/or move up to 50 pounds. Specific vision abilities required by this job include close vision, distance vision, depth perception and ability to adjust focus.

Must be able to sit for extended periods of time in vehicle in traffic due to service-call visits to customers.

## **Work Environment**

The work environment characteristics described here are representative of those an associate encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this Job, the associate is occasionally exposed to moving mechanical parts, dust and other particles or materials found inside computers and/or accessories. The noise level in the work environment is usually mild to moderate.

Off-site places could include areas under construction, dust, bright or dimly lit, open to air and elements or in a small closed space, hot or cold.

## **Competencies**

To perform the job successfully, an individual should demonstrate the following competencies:

*Problem Solving* - Identify and resolve problems in a timely manner; Gathers and analyzes information skillfully; Develops, suggests, and provides alternative solutions; Works well within a group to problem solve; Uses reason even when dealing with emotional topics.

*Technical Skills* - Assesses own strengths and weaknesses; Pursues training and development opportunities; Strives to continuously build knowledge and skills; Shares expertise with others.

*Customer Service* - Manages difficult or emotional customer situations; Responds promptly to customer needs; Solicits customer feedback to improve service; Responds to requests for service and assistance; Meets or exceeds commitments; Builds relationships; Draws in new customer business.

*Planning/Organizing* – Strong organizational skills with attention to detail. Prioritizes and plans work activities; Uses time efficiently; Plans for additional resources; Sets goals and objectives; Organizes or schedules other people and their tasks; Develops realistic action plans.

*Interpersonal Skills* - Focuses on solving conflict, not blaming; Maintains confidentiality; Listens to others without interrupting; Keeps emotions under control; Remains open to others' ideas and tries new things.

*Oral Communication* - Speaks clearly and persuasively in positive or negative situations; Listens first then asks for clarification; Repeats customers inquiries for understanding; Responds well to questions; Demonstrates group presentation skills; Participates in meetings; Answer phones and online requests clearly; Proper usage of terms in any situation; Utilizes written skills in to supplement.

*Written Communication* - Writes clearly and informatively; Edits work for spelling and grammar; Varies writing style to meet needs; Presents numerical data effectively; Able to read and interpret written information; Able to extrapolate and understand data and identify its usage; Proper usage of email as a form of communication in addition to oral communication.

*Teamwork* - Balances team and individual responsibilities; Exhibits objectivity and openness to others' views; Gives and welcomes feedback; Contributes to building a positive team spirit; Puts success of team above self-interest; Able to build morale and group commitments to goals and objectives; Supports everyone's efforts to succeed.

*Business Acumen* - Understands business implications of decisions; Displays orientation to profitability; Demonstrates knowledge of market and competition; Aligns work with strategic goals.

*Analytical* - Synthesizes complex or diverse information; Collects and researches data; Uses intuition and experience to complement data; Designs work flows and procedures.

*Design* - Generates creative solutions; Translates concepts and information into images; Uses feedback to modify designs; Applies design principles; Demonstrates attention to detail.

*Ethics* - Treats people with respect; Keeps commitments; Inspires the trust of others; Works with integrity and ethically; Upholds organizational values.

*Organizational Support* - Follows policies and procedures; Completes administrative tasks correctly and on time; Supports organization's goals and values; Benefits organization through outside activities; Supports affirmative action and respects diversity.

*Strategic Thinking* - Develops strategies to achieve organizational goals; Understands organization's strengths & weaknesses; Analyzes market and competition; Identifies external threats and opportunities; Adapts strategy to changing conditions.

*Judgement* - Displays willingness to make decisions; Exhibits sound and accurate judgment; Supports and explains reasoning for decisions; Includes appropriate people in decision-making process; Makes timely decisions.

*Motivation* - Sets and achieves challenging goals; Demonstrates persistence and overcomes obstacles; Measures self against standard of excellence; Takes calculated risks to accomplish goals.

*Planning/Organizing* - Prioritizes and plans work activities; Uses time efficiently; Plans for additional resources; Sets goals and objectives.

*Professionalism* - Approaches others in a tactful manner; Reacts well under pressure; Treats others with respect and consideration regardless of their status or position; Accepts responsibility for own actions; Follows through on commitments.

*Quality* - Demonstrates accuracy and thoroughness; Looks for ways to improve and promote quality; Applies feedback to improve performance; Monitors own work to ensure quality.

*Quantity* - Meets productivity standards; Completes work in timely manner; Strives to increase productivity; Works quickly.

*Adaptability* - Adapts to changes in the work environment; Manages competing demands; Changes approach or method to best fit the situation; Able to deal with frequent change, delays, or unexpected events.

*Attendance/Punctuality* - Is consistently at work and on time; Ensures work responsibilities are covered when absent; Arrives at meetings and appointments on time.

*Dependability* - Follows instructions, responds to management direction; Takes responsibility for own actions; Keeps commitments; Commits to long hours of work when necessary to reach goals; Completes tasks on time or notifies appropriate person with an alternate plan.

*Initiative* - Volunteers readily; Undertakes self-development activities; Seeks increased responsibilities; Takes independent actions and calculated risks; Looks for and takes advantage of opportunities; Asks for and offers help when needed.

**I have read and understand the job requirements and description.**

**Signature:**

**Date:**