



Position Description

Date: 2/23/2017

Position Title: Account Manager

Reports To: General Manager

Revision Date:	2/27/17
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Performance Factors Level:

<i>Customer Focus</i>	2	<i>Innovation</i>	2	<i>Quality Focus</i>	2
		<i>Communication</i>	3	<i>Leadership</i>	2
<i>Teamwork</i>	2	<i>Initiative</i>	2		

	Time
<i>Development/Learning Curve:</i>	12 Month

Responsible for:

Negotiate and close new sales agreements to meet productivity and sales goals. Develop and nurture relationships with businesses and industry entities to increase customer base. Implement marketing plans. Coordinate with customer service and technical personnel to ensure customer satisfaction and facilitate follow up-on business.

Broad Scope

Relies on education, experience and judgment to resolve customer issues, capitalize on customer relationships and source potential new business opportunities.

Key Accountabilities & Duties:

Pursue targeted new business and negotiate new sales agreements to increase customer base year over year. Follow up on sales leads. Call or visit potential customers, initiate mailings and other related activities. Negotiate and close sales contracts and service agreements. Improve close ratio year to year and meet required productivity/sales goals.

Develop and leverage relationships with businesses and industry entities such as real estate companies and trade organizations and utilize tools such as the NCOA database and tax records to cultivate new business prospects. Attend trade shows and other related events. Actively participate in industry organizations to continually build professional network.



Position Description

Champion a positive, professional image of EnergyUnited to create customer goodwill and foster referrals and repeat business.

Follow up with new accounts to ensure customer satisfaction and fulfillment of the job. Work with technical personnel to resolve issues.

Coordinate with estimators and technicians to effectively service ongoing customer accounts. Assist with customer issue resolution including service issues, credit and collections calls.

Maintain relationships with key accounts to ensure continual customer satisfaction. Implement existing sales and service agreements consistent with company guidelines.

Assist in the development and implementation of the marketing plan.

May assist with employee sales training.

Direct reports: None

Internal Relationships: Shall maintain internal relationships necessary to achieve purpose of position and desired results.

External Contacts: Shall maintain necessary job related external contacts to assure satisfactory results.

Authority: Has full authority to carry out the above responsibilities as delegated by manager.

Date Approved



Position Description

Position Specifications for:

Account Manager

EDUCATION – Some college or equivalent in experience & education.

EXPERIENCE – Three or more years of prior related sales and/or management experience.

KNOWLEDGE – Familiar with fuel industry concepts, trends, practices and procedures, including related government regulations. attained through three or more years of prior related sales and/or management experience. Good knowledge of sales and marketing techniques and best practices. Basic understanding of gas fired appliances and related distribution systems (training is provided).

ATTITUDE – Must have a positive, open mind and considerate attitude toward the responsibilities of the position. Must be a self-starter. Must have an attitude of neatness, timeliness, orderliness and accuracy toward the job. Must possess a very conscientious attitude toward record keeping.

PERSONAL CHARACTERISTICS – Must be of high moral integrity, pleasing personality and possess good personal habits. Must be able to retain information of a confidential nature. Must be able to project a good public image. Must be able to function cooperatively with peers as a team member to meet departmental and system objectives.

ABILITIES AND SKILLS – Must have ability to implement work plans, make sound decisions from observations and carry out instructions. Must possess superior mathematical abilities. Must be able to work under pressure and meet deadlines; as well as, work in harmony with many different personality types. Must be able to work with very little supervision and be proactive in responsibilities. Must possess a strong ability to communicate in both verbal and written form.

WORKING CONDITIONS – Normal working conditions and hours of 8:00 a.m. until 5:00 p.m. Some irregular working hours may be required. Must be available for work during adverse weather conditions.

WORK REQUIREMENTS – Must possess a valid driver's license.

SAFETY - Performs all assignments safely assuring compliance with all Safety related rules, regulations and policies.

EXEMPT STATUS – Exempt as defined by the Fair Labor Standards Act as amended.



Position Description

NON-DISCRIMINATION - This position shall be filled on the basis of qualification and ability to perform the essential functions of the job and without regard to race, religion, color, sex, age or national origin.