

## **Account Manager Job Description**

**Employee Name:**  
**Job Title:** Account Manager  
**Department:** Sales  
**Report to:** Sales Associate  
**Base Salary:**  
**Tax Status:** Exempt

### **Job Summary:**

The Account Manager is responsible for assisting the Sales Associate in all aspects of trade show/exhibit sales and products. This includes the administration of mailings, design requests, orders, quotes, storage contracts, collection of graphic artwork, etc...

### **RESPONSIBILITIES** (includes other duties as necessary):

1. Customer Contact (60% Time Spent)
  - Hosting client previews
  - Sit in with meetings about client needs with Sales Consultant and process notes form meeting.
  - Draft written production timelines for client
  - Follow up with Sales Consultants and clients for art and progress of their order.
  - Deliver or p/u graphics/art from clients
  - Take orders form repeat clients / become main client contact for order processing
  - Make shipping arrangements for displays
  - Maintain and update client files within NIMS
  - Calling checking for correct addresses, e-mails, etc.
  - Must carry out needs of client and work with them in providing necessary information about exhibit and art
  - Follow instruction of sales people and guidelines for parts orders etc
2. Order Processing (40% Time Spent)
  - Answer general phone calls
  - Enter orders into NIMS accurately and in a timely manner
  - Place production orders with customer service and coordinate production time
  - Follow up with vendors to be sure orders are on queue.
  - Supervise display set ups and training with client
  - Track inventory of stored client displays
  - Occasional travel with displays and training
  - Some general office duties
  - Coordinate & Complete show order forms and follow up.

### **Competencies**

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

- Design - Generates creative solutions; Demonstrates attention to detail.
- Problem Solving - Gathers and analyzes information skillfully.
- Technical Skills - Strives to continuously build knowledge and skills.
- Customer Service - Responds promptly to customer needs; Solicits customer feedback to improve service; Responds to requests for service and assistance.
- Oral Communication - Speaks clearly and persuasively in positive or negative situations; Listens and gets clarification; Demonstrates group presentation skills.
- Planning/Organizing - Prioritizes and plans work activities; Uses time efficiently; Plans for additional resources; Sets goals and objectives; Develops realistic action plans.
- Dependability - Follows instructions, responds to management direction; Keeps commitments.

- Initiative - Takes independent actions and calculated risks; Looks for and takes advantage of opportunities; Asks for and offers help when needed.
- Innovation - Displays original thinking and creativity; Meets challenges with resourcefulness; Generates suggestions for improving work; Develops innovative approaches and ideas; Presents ideas and information in a manner that gets others' attention.

**Qualifications** 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.

#### **Education and/or Experience**

Bachelor's degree (B. A.) from four-year college or university; or 3-5 years' sales admin experience or equivalent combination of education and experience.

#### **Language Skills**

Ability to read, analyze, and interpret general business periodicals, professional journals, technical procedures, or governmental regulations. Ability to write reports, business correspondence, and procedure manuals. Ability to effectively present information and respond to questions from groups of managers, clients, customers, and the general public.

#### **Mathematical Skills**

Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals. Ability to compute rate, ratio, and percent and to draw and interpret bar graphs.

#### **Reasoning Ability**

Ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists. Ability to interpret a variety of instructions furnished in written, oral, diagram, or schedule form.

#### **Computer Skills**

To perform this job successfully, an individual should have knowledge of Spreadsheet software and Word Processing software.

**Physical Demands** The physical demands described here are representative of those that must be met by an employee 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 employee is regularly required to stand; walk and talk or hear. The employee must frequently lift and/or move up to 10 - 20 pounds. The travel required for this position is 10 - 20%.

#### **Expected Performance Outputs**

- Sales Revenue/Profit Growth with assigned Account Executive
- Development of returning clients
- Effectively and accurately manage orders and projects