

Position: Account Manager

Job Description

As Account Manager, you will maintain and develop existing customer base and work proactively to secure new clients. You will act as a liaison between cross-functional internal teams to insure timely and successful delivery of our solutions according to customer's needs. You will be expected to professionally represent Custom Business Solutions in presentations, demonstrations and in preparation of proposals. As Account Manager, you are expected to regularly meet or exceed sales targets

Specific Responsibilities Include

- Making outbound calls and setting appointments with customers and prospects with the goal of generating sales revenue and building customer loyalty
- Making sales calls out of the office targeting existing & neighboring prospects outside of the current CBS data base 1-2 days per week
- Maintain existing customer relationships by defining opportunities and introducing additional products and services
- Diligently using, maintaining and updating customer information using CRM
- Main point of contact for customer account related inquiries and concerns
- Provide regular two-way communication between the client and the team, to provide strong team representation and set proper client expectations
- Prepare detailed proposals that include hardware, software and services in order to meet or exceed monthly/annual sales & revenue objectives

Personal Characteristics:

- Extremely organized, able to handle multiple tasks at once
- Goal oriented, has a strategic mind set, plans accordingly for all activities
- Strong communication and presentation skills
- Self-motivated with a high level of drive, energy, persistence and initiative
- Understand customer's wants so they can create need and sell on value instead of product based selling
- Always striving to be viewed by the customer as the *Trusted Advisor*