



Job Title: Account Manager

Reports To: Director of Sales

Office Location: Irvine, CA

Who are We?

Custom Business Solutions was founded in 1994 and has been innovating the hospitality industry ever since. We help hospitality professionals build more efficient restaurants and bars and we need people like you to help make sure their business stays on track. Our dynamic team is seeking a passionate *Account Manager* with high level organization, customer service, social and communication skills. Custom Business Solutions believes that investing in their employees is key to their development and growth.

Job Description

As an Account Manager you will maintain and develop existing customer base and work proactively to secure new clients and maintain customer relationships by offering the latest updates and upgrades we have to offer them. 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. You will be expected to regularly meet or exceed sales target by way of inside sales. The position reports to the Director of Sales and is located in Irvine, California at the main office.

Main Job Tasks and Responsibilities

- Making outbound calls, emails 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 such as upgrades and updates that benefit their business
- 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

Education and Experience

- AA degree or above required
- 1-3 years of Account Management, Sales Customer Service and/or Sales Account Representative work
- Proficient in relevant computer applications such as MS Office (Excel, Word, Outlook) and a CRM system
- Exceptional Customer service and social interaction skills (by way of phone, email or in person)
- Exceptional business writing and communication skills

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
- Clear understanding of customer's wants so they can create and sell on value in lieu of product based selling
- Always striving to be viewed by the customer as the *Trusted Advisor*
- Skills in problem solving, attention to detail, and decision making
- Confidentiality
- Ability to work under pressure
- Team Player



Physical Requirements

- Ability to sit, stand, type, talk on the phone and move around as needed
- Ability to work at the Irvine, CA office
- Ability to listen and speak clearly
- Vision abilities required by this position include close vision, distance vision, color vision, peripheral vision, depth perception, and ability to adjust focus
- Ability to lift and move up to 10 pounds

Perks of the Job

- Competitive Salary (starting at \$35K-\$45K base salary/\$55K-\$65K after commission for 1-3 years experience- and up from there depending on years of experience)
- Paid Vacation/Sick Time
- Birthday Cake Celebrations
- Company-paid Health Insurance
- Dental/Vision/Life Insurance Coverage
- 401(k)
- Corporate Outings, Cookouts, Customer-Sponsored Lunches

Please include your most updated resume, as well as a cover letter with your personal email address. Thank you.