

## Business Account Manager

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**General:**

The purpose of this position is to create, maintain, and enhance the business relationship with our clients. This position requires excellent communications skills, a professional image, and the ability to work well with others in a team environment.

**Duties, including but not limited to:**

1. Acquire new accounts through proactive marketing efforts. Some examples are:
  - Creation of various mailings (brochures, newsletters, postcards, etc.)
  - Solicitation of referrals from existing clients
  - Cold calling (telemarketing)
2. Maintenance of existing accounts
  - Proposal creation
  - Regular telephone contacts and follow-up
  - Periodic on-site visits
  - Act as centralized point of contact between client and ASC
  - Project management
  - Improvement of customer relations and goodwill
  - Customer service (client invoice questions, etc.)
3. Customer technical needs analysis/product research
4. Miscellaneous
  - Answering phones
  - Photocopying
  - Faxing
  - Maintenance of databases, price lists
  - Correspondence (letter writing)
  - Occasional deliveries to clients
5. Other duties as from time to time will be delegated by management

**Reports to:**

President, Sales Manager

**Typical work hours:**

8:00am-5:00pm Monday through Friday excluding most holidays

**Other requirements:**

1. Must be able to lift, carry, load and unload computer equipment up to 75 pounds each piece.
2. Must have reliable transportation and have car insurance at all times. Employee must use his/her own vehicle when calling on customers (there is a mileage reimbursement benefit). Any insurance the company may have is secondary to that carried by employee.
3. Must have the ability and willingness to work outside of the typical work hours.

**Compensation:**

Base hourly wage plus additional commission if minimum performance level achieved. All other benefits available to full-time employees as outlined in the employee handbook.