

Job Identification

Job Title: Account Manager – Outside Sales
Division: Bailey Metal Processing Limited – Burlington
Department: Sales
Reports To: Sales Manager

Opportunity

The Account Manager (Outside Sales role) is responsible for providing both internal and external service to current customers as well as the creation and facilitation of new business. The Account Manager will reach his or her business targets through effective management of designated territories and physical visits to customer sites. This individual will develop ongoing, profitable relationships with customers and continually maintain a professional image of the company. Integrity, passion, and in-person presentational skills are essential for this role.

Responsibilities and Accountabilities

The responsibilities and accountabilities of the position include but are not limited to the following:

- Generate and develop new customer accounts to increase revenue, by cold-calling if necessary.
- Build and foster a network of referrals to create new opportunities for revenue growth.
- Penetrate all targeted accounts and radiate sales from within client base.
- Maintain and foster relationships with current customers ensuring the customer's needs are being met.
- Emphasize product features and benefits, quote prices, discuss credit terms, and prepare sales order forms and/or reports.
- Actively manage call schedule to adequately cover assigned territory in a time-efficient manner.
- Use marketing data, using applicable sales management software tools, to maximize sales efficiency and effectiveness.
- Maintain accurate records; including sales call reports, expense reimbursement forms, billing invoices, and other documentation.
- Manage incoming requests for quote (RFQ) responses to potential clients.
- Make front-line assessment of market conditions and advise company of findings.
- Build and maintain ongoing awareness of new products, competitor activities, and other research.
- Up-sell Company products and services based on customer needs, in accordance with the Company's program standards.
- Handle inbound, unsolicited prospect calls and convert them into sales.
- Emphasize product features and benefits, quote prices, and prepare sales order forms and/or reports.
- Respond to inquires regarding products, service, pricing, delivery, returns, and complaints.
- Inform customers and co-workers of delivery requirements for orders and co-ordinate, if necessary, specific arrangements for deliveries as per the customer's request.
- Research and resolve customer problems, acting as the customer liaison between other Company departments when necessary.
- Work closely and effectively with the Sales, Production and Shipping to resolve issues and to develop new ideas and strategies to improve customer service.

- Understands and adheres to the Company's health and safety policies, programs and procedures by communicating and promoting health and safety awareness to all employees.
- Maintain a high standard of professional knowledge, ethics and practices when dealing with customers, suppliers, peers, subordinates, supervisors and other key stakeholders of the Company.
- Conduct oneself in a professional manner that reflects integrity and respect towards customers, suppliers, peers, subordinates, supervisors and other key stakeholders of the Company.
- Participate in the Company's quarterly inventory count.
- Other responsibilities and accountabilities as assigned.

Qualifications

- Minimum of 3 years' experience in an outside sales role within the steel service industry.
- Excellent written and verbal communication skills.
- Ability to create and conduct presentations.
- Proficient with Microsoft Office programs; Outlook, PowerPoint, Excel, Word.
- Valid driver's license with clean drivers abstract.

Working Conditions

- Frequent travel.
- Overtime as required.