 **Outside Account Manager**

An Emco Outside Account Manager is expected to:

* Represent the Profit Center in a professional manner
* Uphold our Core Values and Ethics with every interaction
* Be an effective Teammate in the Profit Centre
* Build strong customer relationships
* Know the products and services they are selling to each customer
* Take initiative, growing sales profitably with each customer
* Act in a safe manner, following all safety guidelines at the Profit Centre and at all customer locations including job sites

**Job Summary**

Outside Sales people develop lasting, ethical customer relationships to maximize the profitable sales for each customer in an effort to grow profit sharing at the Profit Centre. He/she will become an integral part of each account, understanding the customers’ business and needs, ensuring our role as their primary supplier.

**Job Duties**

1. Visit customer offices, shops and job sites to assess the customers’ business, understand their needs and to develop and maintain strong relationships in order to generate and close profitable sales.
2. Prospect and identify new customers and alert the PCM and Credit team of viable prospects.
3. Lead and own the sales process including producing sales call reports, territory planning and growth targets
4. Analyze customer data, develop and execute strategies to profitably grow market share while meeting and exceeding GP $ and % targets set at the PC.
5. Process orders, quotes, job packages and any other sales functions required
6. Investigate and resolve customer issues; address short payments and returns in a timely fashion that exceeds the customers’ expectations and benefits of the Profit Centre.
7. Work with the PCM and Credit team to facilitate payment of all accounts receivable; communicate with the PCM and Credit team any changes in the customers’ business that might affect the credit standing.
8. Develop and oversee implementation of strategic vendor programs designed to profitably grow the business; participate in vendor trade shows and industry conventions.
9. Understand and follow all safety regulations at all customer locations as well as at the Profit Centre.
10. Uphold Emco Core Values at all times.
11. Support CSR’s and all Profit Centre activities as part of the Profit Centre team.
12. Perform any other reasonable duties as requested by immediate supervisor or Profit Centre Manager

**Knowledge, Skills and Abilities**

* Outstanding customer service and verbal communication skills
* Driven to continually identify and pursue new customers and to profitably increase market share of each assigned customer
* Comprehensive knowledge of product and value added service
* Excellent relationship building skills with customers, vendors and teammates
* Able to work independently with minimal supervision while maintaining tight deadlines with multiple projects
* High energy with strong communication skills
* Able to learn and operate the applicable software system (Trend, Eclipse) used to process orders
* Intermediate math skills – add, subtract, multiply, divide, using whole numbers, fractions and decimals
* Willing to invest a minimum of 40 hours in training annually
* Able to learn how to operate material handling equipment
* Read, write, speak and understand either English or French

**Education and Experience**

* College diploma
* Knowledge of products sold at the Profit Centre
* Minimum 2+ years of experience with customer service or counter sales
* Valid drivers license with a good Drivers abstract
* Use of the Microsoft Office software

**Physical Demands**

Lifting Occasionally, up to 60 lbs

Carrying Occasionally, up to 60 lbs

Pushing/Pulling Occasionally, up to 200 lbs

The following movements and senses are required in the job:

Hand and finger dexterity, kneeling, crouching, standing, reaching, talking, hearing, vision and depth perception.

**Environmental Conditions**

The teammate is exposed to the following conditions in the job:

Warehouses with limited climate control, potentially hazardous equipment (forklifts, ladders, metal strapping, hand tools, reach trucks). The Profit Centre may stock, sell and use hazardous material such as PVC cement, propane gas, solvents, etc. You may be required to handle these materials.