 **Inside Account Manager**

An Emco Inside Account Manager is expected to:

* Represent the Profit Center in a professional manner
* Uphold our Core Values and Ethics with every interaction
* Build long lasting, loyal and profitable customer
* Take initiative, be persuasive by using excellent communication and selling skills
* Know the products they are selling
* Be an effective part of the team at the Profit Centre

**Job Summary**

The Inside Account Manager is responsible for interacting with customers primarily over the phone. He/She is responsible to provide excellent customer service required to generate and close sales, meet or exceed sales and gross profit targets, to increase profit sharing while building long lasting loyal customer relationships.

**Job Duties**

1. Process sales orders and turn quotations into orders though customer interactions, primarily over the phone.
2. Grow and retain established customer base, develop new customer base using outbound calling campaigns.
3. Meet or exceed the Profit Centre’s gross profit and sales targets.
4. Interact and assist customers who come to the Profit Centre to pick up orders.
5. Investigate and resolve customer issues such as pricing deductions and product returns.
6. Expedite customer material with vendors when required.
7. Follow up with customers on quotes and outstanding orders.
8. Support the Outside Sales and Counter teams with customer orders and issues.
9. Be an integral part of the team supporting all activities that occur at the Profit Centre.
10. Communicate to the Profit Centre Manager and Credit department any changes in a customer’s business that might cause a credit risk.
11. Uphold Emco Core Values at all times.
12. Perform any other reasonable duties as requested by Profit Centre Manager.

**Knowledge, Skills and Abilities**

* Outstanding customer service and telephone skills.
* Comprehensive product and product application knowledge
* Able to prospect new customers and increase sales with existing accounts
* High level of detail orientation and organizational abilities; must be able to multitask and balance many different deadlines
* Strong written and verbal communication skills to build and maintain strong working relationships with customers, vendors and teammates
* Identify customer requirements and provide profitable solutions and close the sale
* 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
* Read, write, speak and understand either English or French

**Education and Experience**

* University degree
* 1+ years’ experience in customer service or inside sales – contractor experience preferred
* Comprehensive knowledge of products sold at the Profit Centre
* Use of the Microsoft Office software
* Valid G driver’s license with a good Drivers abstract

**Physical Demands**

Lifting Occasionally, up to 80 lbs

Carrying Occasionally, up to 80 lbs

Pushing/Pulling Occasionally, up to 100 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.