



Job Description

Account Executive

Basic Function

Responsible for continual prospecting activities to include significant efforts in cold calling new sales leads for assigned business services following the sales process from beginning to end while supporting company and departmental goals and values; participate in the activities related to problem resolution; establish an excellent working relationship with clients, continuously striving to improve the business relationship and overall level of service.

Major Job Accountabilities

Sales Functions – Responsible for continual prospecting activities to include significant efforts in cold calling new sales leads for assigned business services following the sales process from beginning to end while supporting company and departmental goals and values.

- Qualify new business prospects by determining if the prospect matches company services and qualifications, outlining opportunities and benefits of pursuing relationships
- Support sales activities such as RFPs and the development of their responses, proposal development and delivery of proposal presentations which may include technical and cross divisional expertise
- Participate in on-site client visits, accompanying staff on sales calls to client sites and review and approve selected client communications (major proposals, direct mail copy, problem resolution correspondence etc.)
- Maintain up-to-date knowledge of technologies, clients and applications of business divisions to understand the company's capabilities to align as compatible with the prospect
- Identify prospect's current experience with software products, applications and services to determine level of interest and qualification
- Participate in annual trade shows ensuring the company is represented in a way that produces the greatest returns and projects an image consistent with strategic objectives
- Communicate pipeline with management, attending meetings as necessary

Problem Resolution – Proactively oversee the activities involved in quality resolution of problems related to area of responsibility

- Respond with a sense of urgency to problems and ensure quality resolution and thorough and accurate document of client issues
- Escalate to supervisor any situation that could adversely impact services being provided
- Place the highest priority on providing quality client service by overseeing all activities of staff, ensuring the unique needs of clients are met
- Provide analysis and feedback to management and staff regarding recurring problems, recommending improvements as appropriate
- Participate in creating, administering, and continuously updating procedures for resolution of all related issues



Client Relations – Establish an excellent working relationship with clients, continuously striving to improve the business relationship and overall level of service.

- Ensure the unique needs of clients are understood and identify improvements needed to enhance business relationships, increase revenue, and exceed client expectations
- Perform quality review of services provided; review trends and customer complaints to evaluate efficiency of work flow and current methods and procedures
- Provide input and parameters to ensure customer surveys are effective and useful

Mental and Physical Requirements – This position will be exposed to mainly an indoor office environment and will be expected to work near or around computers, telephones, and printers.

- The nature of the work in this position is sedentary and the incumbent will be sitting most of the time
- Essential physical functions of the job include typing, grasping, pulling hand over hand and repetitive motions to utilize general computer software/hardware continuously throughout the work day
- Essential mental functions of this position include concentrating on tasks, reading information, and verbal/written communication to others continuously throughout the work day

Related Duties as Assigned – the job description documents the general nature and level of work but is not intended to be a comprehensive list of all activities, duties, and responsibilities required by job incumbents, consequently, job incumbents may be asked to perform other duties as required.

- Reasonable accommodations may be made to enable individuals with disabilities to perform the functions outlined above. Please contact your local Employee Relations representative to request a review of any such accommodations.

Minimum Qualifications – Applicant for this job will be expected to meet the following minimum qualifications:

Education - Bachelor's degree from an accredited college or university with major course work in business administration, marketing or related field required.

- Equivalent work experience in a similar position may be substituted for educational experience.

Experience - Minimum 3 years' increasingly responsible experience in national, regional, or state sales to include extensive cold calling required.

Other - Intermediate knowledge of MS Word, Excel, PowerPoint and MS Project software required

- Travel is required