



Position:	Account Manager
Department:	Sales
Location:	Varied
Reports To:	District Sales Manager
Supervisory Responsibility:	None
FLSA Classification :	Exempt
Last Update :	3/2019

Position Summary:

The Hillyard Account Manager are highly trained and experienced front line sales professionals responsible for achieving maximum sales profitability, growth and account penetration within an assigned territory and/or market segment by effectively selling the company's products and/or related services. Personally, contacts and secures new business accounts/customers with a Top 50 customer focus.

The Account Manager's position is an integral role in the success of the Sales team. The positions responsibilities and duties include:

Essential Functions:

- Promotes/sells/secure orders from existing and prospective customers using a relationship- based consultative approach.
- Demonstrates products and services to existing/potential customers and assists them in selecting those best suited to their needs, and those that help to lower the total cost to clean.
- Establishes, develops and maintains business relationships with current and prospective customers in the assigned territory/market segment to generate new business for the organization's products/services. Expedites the resolution of customers problems and complaints.
- Plans and organizes personal sales strategy by maximizing the "Return on Time Investment" for the territory. Utilizes all forms of communication and efficiently plan and manage in-person visits and presentations to top 50 and new prospective customers.
- Utilize various sources for developing prospective customers and acquire and assess information to determine their potential. Uses CRM program to manage pipeline targets.
- Develop clear and effective written presentations/proposals/quotations for current and prospective customers. Up-sell and sell additional products/services to existing and new customers.
- Expedite the resolution of customer problems and complaints.

The job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee. Duties, responsibilities and activities may change, or new ones may be assigned at any time with or without notice.



Essential Functions Continued:

- Coordinate sales effort with marketing, sales management, accounting, logistics and technical service groups.
- Analyze the territory/market's potential and determine the amount of existing and prospective customers' worth and establish pipeline targets.
- Plan and organize personal sales strategy by maximizing the Return on Time Investment for the territory/segment.
- Continually learn about new products and improve selling skills. The Hillyard Account Manager is required to attend Hillyard training events throughout the year and expected to participate in Hillyard's Account Manager Development Plan (AMDP).
- Establish a strong baseline understanding on to demonstrate and promote the use of Hillyard's differentiating tools, which would include, but not be limited to; CCAP, InVision, FTE Analyzer, and the Performance Assessment Calculator.
- Consistently documents important sales opportunities in Hillyard's CRM Program.
- Keep abreast of new product applications, technical services, market conditions, competitive activities, and innovative trends through the reading of pertinent literature and consulting with strategic vendor partners and internal technical service support.
- Attend and participate in monthly sales meetings, periodic seminars, trade shows and conventions.
- Prepare and participate in quarterly performance reviews with DSM and RSD.

Education & Experience:

- High school diploma or equivalent required, Bachelor's degree in related area preferred.
- Prior outside business to business sales experience.

Qualifications:

- Excellent communication skills including written, verbal with the ability to persuade others, listening, and customer service skills with the ability to effectively communicate with and work well with others to manage projects, meetings, meet client needs, etc.
- Embodies strong traits such as decision-making, problem solving and possessing good judgment.
- Ability to project a calm and professional demeanor regardless of the type of environment (calm or fast paced) or type of clientele.



Qualifications Continued:

- Exceptional organizational skills with a high consideration to detail and high level of accuracy.
- Driven and highly self-motivated, with a strong penchant for learning and self-development.
- Strong industry knowledge and experience with CRM programs preferred.
- Adept at time management and able to work with finite deadlines.
- The ability to work independently as well as in a group environment.
- Trustworthy, honest, respectful, and flexible with work schedules. Some travel required.
- Must be able to be entrusted with confidential information.
- Proficient computer skills working with various office equipment, computers and various programs including Word, Outlook, PowerPoint, Excel, etc. and the ability to effectively work on spreadsheets, word processing, networking, and e-mail programs.
- Must have dependable transportation.

Competencies:

For each role within our company we have a defined set of competencies that we have determine will enhance the employee's ability to perform the role efficiently. We are looking for individuals laced with these competencies to perform this role. The competencies that have been defined f include:

Company Competencies

- Customer 1st Attitude
- Adaptability
- Concern for Safety
- Integrity & Ethics
- Pursuit of Excellence/Lifelong Learning
- Teamwork

Role Competencies

- Best Practice Evaluations
- Cleaning Cost Analysis Programs
- Cleaning Processes
- Communication
- Documents Value

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Role Competencies Continued

- Evaluate, Standardize, Train and Manage
- HMG Product Knowledge
- HSP Selling Process
- Keeps Commitments/Meets Deadlines
- Mechanized Maintenance
- New Business Development
- Problem Solving/Troubleshooting
- Sales Goals/Objectives
- Technology Proficient
- Training

Equipment Used:

Uses a variety of office equipment including, computer, printer, copier, fax and phone. Uses other equipment relating to Hillyard product lines.

Working Environment:

Requires the employee to work both inside and outside in heat/cold, wet/humid, and dry/arid conditions. May be required to use personal protective equipment to prevent exposure to hazardous materials in various settings.

Travel:

Heavy travel: up to 75% (U.S.)

Physical Demands:

The physical job demands include maximum occasional lift of 51 lbs. from floor to self-selected height; maximum occasional carry of 51 lbs. for 250 ft; maximum occasional horizontal push/pull force of 50 lbs. for 250 ft; maximum occasional vertical push/pull force of 60 lbs.; frequent forward reach of 30 inches; frequent lateral reach of 24 inches; occasional reach overhead of 75 inches; frequent bend; occasional crouch and kneel; occasional neck flexion; occasional neck rotation; occasional trunk rotation; occasional foot coordination; frequent hand coordination; occasional fine motor coordination; occasional balance; frequent sitting; frequent standing; and frequent walking. PDC Level: HEAVY.

Additional Information: Physical demands of the position may change daily depending on delivery of product to customers, product demonstration, and type of vehicle driven. The Sales Representative may be exposed to vibrations with using power drill.



Eligibility:

- Must be legally authorized to work in the United States without restriction.
- Must be willing to submit to a background investigation, including criminal history and motor vehicle check.
- Must be willing and able to pass a post-offer drug screen and physical.

EEO Statement

EEO Employer W/M/Vet/Disabled