

THE CHARIOT GROUP, INC.
EMPLOYEE JOB DESCRIPTION
Account Manager II

JOB CLASSIFICATION

Job Classification = EXEMPT (Commissioned)

JOB LOCATION & HOURS

The Account Manager (AM) will perform his/her job responsibilities from the offices of The Chariot Group, Inc., a home office, and/or customer locations as required. The Chariot Group, Inc. office hours are Monday – Friday, 8:00 am to 5:00 pm. Intermittent out of town travel and after normal business hours work may be required.

QUALIFICATIONS

This position requires three to five years of relevant sales and/or customer service experience. Experience working in the audiovisual industry or a similar field is preferred. A high school diploma or GED is required. A bachelor's degree is considered an asset.

The AM must possess excellent written and verbal communication skills. He/she will be expected to actively seek new business, deliver excellent customer service, preserve existing customer relationships, and represent the company in a courteous, ethical, and professional manner. A clean professional appearance will be required.

Good working knowledge of industry products and solutions, and the ability to communicate this knowledge to customers, is essential to this position. If the AM does not have previous experience in the audiovisual field, he/she must display an aptitude for learning about the industry.

Basic keyboarding skills, familiarity with Microsoft Office, and the ability to work with multiple database systems to access, interpret, and cross-reference data is essential. The AM will need to manage a variety of accounts with a high level of customer service, accuracy, and sensitivity to competing deadlines. He/she must therefore be resourceful and demonstrate an ability to prioritize and problem-solve.

The Chariot Group does not allow tobacco use during working hours (on or off premises) and employees are expected to be free of the odor of tobacco during working hours. Proof of valid driver's license, insurance, and a good driving record are required, and every employee must have reliable transportation to and from work.

ESSENTIAL FUNCTIONS

1. Actively seek new business in his/her market and territory through in-person sales calls, customer demos, tradeshows, and networking.
2. Load and unload, set up and tear down equipment for customer demos, tradeshows, and other company events.

3. Identify client needs and select appropriate products and solutions to quote customers.
4. Address and/or route customer requests and issues in person, by phone, and through written and electronic correspondence to ensure prompt and effective service, and follow up to confirm their prompt resolution.
5. Input customer and order information into the company database to ensure accurate records and efficient communication between sales staff and company departments.
6. Keep records updated and ensure timely completion of all stages of lead follow-up, quoting, order processing, and reporting.
7. Submit orders with documentation to the finance department and follow up to ensure timely and effective handling.
8. Maintain a working knowledge of products and solutions and keep current on new and developing technologies.
9. Cultivate customer relationships by being both responsive and proactive with their needs.

The above list of Essential Functions is designed to highlight the primary duties of the position and should not be interpreted as total or complete. Due to the size of the company, all employees may need to perform duties outside of their primary responsibilities to better serve the customer.

PHYSICAL REQUIREMENTS

The Account Manager must be able to perform all the essential functions of the position satisfactorily. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

This position requires persistent repetitive movements of the hands, wrists and fingers and the ability to sit and use a computer for long periods of time. Specific vision abilities required by this job include close vision and color vision. The AM must be able to lift approximately 50 pounds.

EQUAL EMPLOYMENT OPPORTUNITY

The Chariot Group, Inc. is an Equal Opportunity Employer and does not discriminate on the basis of race, color, national origin, sex, religion, age, disability, sexual orientation, gender identity, veteran status, height, weight, or marital status in employment or the provision of services.

TO APPLY

Please send your resumé with complete contact information to recruiter@thestrivegroup.com.