

Field Account Manager

Department: Sales

Reports To: VP Sales & Marketing

Created Date: March 23, 2022

Job Summary: The Field Account Manager is responsible and accountable for sales of all product lines within Simcona Electronics portfolio to maximize growth, productivity, and simplicity. The successful candidate will be responsible for supporting the business strategies for long term organic growth through effective sales processes and efforts.

Duties and Responsibilities:

- Builds relationships and understands customer business in order to provide exceptional customer services to include relevant products, services and/or solutions.
- Manages all aspects of engagement with existing and new customers. This includes quotes, orders, quality concerns, delivery performance.
- Identify, record and initiate any necessary action(s) to prevent the occurrence of any nonconformities relating to product, process and/or quality system. Follow the process until the deficiency or unsatisfactory condition has been corrected.
- Develop and carry out sales promotion activities. Engineer, select, propose and demonstrate systems suitable to meet the customer's application.
- Partner and coordinates with internal resources as appropriate to support the customer and the sale of products and services.
- Develop and maintain positive relationships with key manufacturers and manufacturer representatives.
- Know the competitive market and the businesses strengths/weakness, channel the information to product sales, pricing and business management. Ensure Simcona maintains the best GP possible; executing pricing policies in conjunction with Commodity Management.
- In conjunction with VP, Sales & Marketing, actively support the planning and forecasting processes. Define sales and growth strategy.
- Collaborates with inside sales team on customer quotes, product availability and problem resolution as needed. Follows up on quote requests and advises on the status in the system.
- Participates in and supports the launch of new products into focused channels.
- Provides reporting on various sales activities.
- Performs other work-related duties as assigned.

Experience & Education Required:

- Bachelor's degree with three years direct field sales experience within the electronics industry, or equivalent education and experience. B2B, multi-level sales and distribution models and related wire and "commodity" electrical product experience preferred.

Knowledge & Skills - Required:

- Experience with Microsoft Office (Excel, Word, Outlook, Power Point.)
- Excellent verbal and written communication skills.
- Strong influencing skills - ability to work in a matrix organization & team environment.
- Customer focused
- Outstanding organizational skills, attention to details, and highly organized.
- Advanced skills with Microsoft Office Products (ie: word, excel, PowerPoint). Ability to multi-task and effectively track project deliverables.
- Excellent interpersonal skills.
- Strong verbal and written communication skills required.

Confidentiality

The Field Account Manager is exposed to confidential information relating to vendor/customer relationships, products, organizational growth strategies and company strategic plans. A high degree of confidentiality is required.

Management Responsibility

The Field Account Manager is an individual contributor role that operates under the general direction of the VP, Sales and Marketing within established policies and guidelines. A wide degree of discretion is required to perform the responsibilities of the position.

Work Environment

The Field Account Manager will spend 75% of their time with sales contacts. This includes calls to existing OEM's, end users, target customers and cold calls. Remaining time will be spent in an office environment (either at Simcona, Inc. or a home office), operating a computer and utilizing standard office equipment.

A valid, clean driver's license is required.