

## Account Executive

<b>Business Unit</b>	Sales	<b>Reports To</b>	Sales Manager
<b>Required Edu &amp; Certs</b>	Bachelor's in Business, Marketing or related field, preferred	<b>Required Experience</b>	5+ Sales/Industry combined 2+ in Sales
<b>Status</b>	Exempt	<b>Future Orientation</b>	1-12 Months
<b>Job Family</b>	Managers	<b>Pay Band</b>	3
<b>Safety Sensitive</b>	No	<b>Assigned Assessments:</b>	Workplace Personality Workplace Skills

**The Woodard Way:** We provide Legendary Service to help people get back to their lives while exemplifying our Core Values in an environment that fosters safety, care, high expectations, and top-notch performance.

**Core Purpose:** The Account Executive will proactively maintain and organically grow revenue within their portfolio of existing clients as well as strategically increase vertical revenue by pursuing and converting new clients.

### Role Persona/Profile:

- Driven to succeed
- Relentless follow through
- Competitive
- Emotionally intelligent listener
- Stellar first impression
- Inspires customer confidence
- Believes in and understands our services
- Charismatic
- Relational memory
- Good on their feet

### Core Abilities:

- Sales – quickly establish rapport and trust with potential customers; apply sales savvy and negotiation skills broker mutually beneficial agreements with third party product and service providers
- Decision Making – align decisions and actions with Woodard's core values; make independent judgements in the moment
- Professionalism – approach others in a tactful manner; react well under pressure; treat others with respect and consideration regardless of their status, position, or situation
- Relationships – create, build, and maintain successful relationships with a variety of internal and external stakeholders
- Communication – listen actively to understand; express empathy; maintain voice/tone control in challenging circumstances; speak and write clearly with appropriate level of detail
- Time Management – proactively set schedules to address needs of multiple clients; determine best use of time to maintain and grow current accounts, while pursuing new business opportunities

**Core Result Areas:**

#1 – Increase Revenue

The Account Executive is responsible for increasing revenue within the vertical through exploring new opportunities with existing clients and through identifying and closing new prospects within the industry vertical.

#2 – Manage Client Relationships

The Account Executive is responsible for regular business reviews with the client to ensure satisfaction and to identify needs. The AE additionally establishes and executes a stay-in-touch program for the client, which may include entertainment, business reviews, email marketing, or other communications.

#3 – Manage RFP/Bid Processes

The Account Executive will facilitate the client needs-assessment meeting and RFP Process for new cleaning or restoration opportunities. The AE will coordinate with the Account Manager and/or the Emergency Services Project Manager as well as other internal resources to prepare the most compelling bid and communicate with the customer.

#4 – Maintain Industry Expertise to Grow Portfolio

The Account Executive is expected to be the “expert” on his/her industry vertical. Using this expertise, the AE will prepare an annual sales plan to grow their vertical and will identify new sales opportunities for existing service lines. The AE will also partner with Operations to identify new service offerings and pricing strategy for potential service lines.

#5 – Build Relationships

The Account Executive will secure a leadership role in networking organizations related to their vertical in order to engage with clients, increase visibility and credibility, and identify new prospects.

#6 – Conduct Training, CE Classes, and Client Presentations

The Account Executive will identify and pursue client and industry opportunities to train and will conduct Continuing Education classes at trade shows, networking events, and direct client sites.

#7 – Prepare Budgets for \$2M+ Portfolio

The Account Executive will budget, forecast, and achieve revenue goals, as well as manage expenses related to sales activity.

**Position Pre-Requisites:**

- Authorization to work in U.S.
- Current, valid Driver’s License
- Ability to pass background check
- Ability to pass a drug screen

### Work Environment / Physical Requirements

- Frequently required to sit, stand, read, write, and type using fine motor skills
- Occasionally required to lift and/or move up to 25 pounds
- May occasionally be required to work in the following environments:
  - Exposure to hot, wet or humid conditions (non-weather); water with sewage or fecal matter;
  - Expected to twist, reach, climb, crouch, crawl, stoop, kneel, or two-person lift 100+ pounds
  - Expected to wear appropriate PPE per job site safety requirements