

## Account Manager

<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>	2+ in Sales role
<b>Status</b>	Exempt	<b>Future Orientation</b>	2-30 days
<b>Job Family</b>	Overseers	<b>Pay Band</b>	2
<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 Manager will proactively maintain and organically grow revenue within their portfolio of existing clients. The AM will increase market share by identifying and closing opportunities for additional services.

### 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 Duties:**

- Research and understand clients' business, unique goals, needs, and pain points; create solutions to address to those
- Develop expertise in assigned industry/vertical
- Create, maintain, and renew proposals and Priority Service Agreements (PSAs)
- Facilitate service delivery through excellent communication, including thorough, accurate, clear work orders
- Ensure client satisfaction through inspection and client communication
- Document customer interactions and sales activities in CRM
- Establish and maintain industry presence via social media and association events
- Participate in Industry Networking Organizations; seek leadership roles on committees
- Meet budget and revenue goals

**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