



# Account Manager/Business Development Specialist

**Reports to:** President/Owner and HR Coordinator

## Summary:

We are looking for a passionate Account Manager/Business Development Specialist who will partner with and ensure the long-term success of our customers. You will be responsible for developing long-term relationships with your portfolio of assigned customers, connecting with key business executives. You will liaise between customers and cross-functional internal teams to ensure the timely and successful delivery of our solutions according to customer needs.

## Core Capabilities:

- Customer and quality focus
- Effective communication skills (both verbal and written)
- Team work
- Excellent problem solving abilities
- Responsibility and dependability
- Ethics and integrity

## Job Duties:

- Experience in delivering customer-focused solutions based on customer needs
- Proven ability to manage multiple projects at a time while paying strict attention to detail
- Excellent listening, negotiation and presentation skills
- Excellent verbal and written communications skills
- Flexible work hours
- Will be required to assist with winter activities as needed (plowing, salting, hauling etc.)
- Maintain high customer satisfaction ratings
- Make tier system customer visits
- Determine customer's needs
- Makes follow-up contacts with customer's to ensure satisfaction
- Work closely with President of Company
- Follow all company policy and procedures
- Up-sale current customers
- Continual training in our industry

## Requirements:

- Time management skills
- Must have a valid driver's license
- Knowledge of specific materials, methods, tools and equipment required to complete various job tasks
- Strong attention to detail
- Ability to work both independently with little supervision, and as part of a team
- Ability to walk, stand, crouch for long periods of time and carry out strenuous physical tasks
- Experience in delivering customer-focused solutions based on customer needs

## Work Conditions:

- Ability to lift a minimum of 50 lbs. repeatedly through an entire work shift
- Willing to travel regularly to complete on-site maintenance and repairs
- Ability to work in a fast paced environment
- Requires good manual dexterity
- Excellent stamina is required
- Work near heavy equipment and other vehicles on a regular basis
- Work outdoors in various conditions including heat and humidity, rain, dust, noise, and cold
- Flexible working hours including occasional weekend work

**This position will be reviewed on a six (6) month basis with pay and compensation being determined.**