



Job Description

POSITION SPECIFICS

Job Title:	Account Manager
Department:	Service
Reports To:	Vice President-Service Division

ROLE

Summary: The Service Account Manager position is responsible for business development and acquiring new preventative maintenance service agreements. This person will be responsible for ongoing relationship management of current accounts.

Essential Duties and Responsibilities include the following.

- Business development and relationship building through proactive and consultative sales approach and listening skills.
- Interviews clients and develops appropriate approach, estimates preventative maintenance services and develops proposals for existing and new service core clients.
- Manages all assigned accounts to achieve sales plan and margin goals.
- Meets with major clients on a regular basis.
- Develops strategic account plans as needed and perform territory or area analysis to increase sales opportunities.
- Develops pricing and estimates for contracts that meet gross margin guidelines.
- Participates in associations and groups that promote opportunities for client development and Auburn Mechanical brand expansion.
- Ensures required paperwork is completed and submitted as needed to support operations team in execution of all work sold.
- Coordinates manpower requirements with the Service Coordinator and/or Service Supervisor to respond to customer service requests.
- Evaluates contracts at renewal and renegotiates contracts as needed.
- Ensures full compliance with Auburn Mechanical's safety programs.
- Collaborates and participates in developing, updating and improving sales tools, estimating sheets, sales deliverables, filed forms and marketing collateral etc.
- Performs relief and or project duties and responsibilities as needed for others in the department.
- Participates in on-call schedules as needed.

Supervisory Responsibilities

This job has no supervisory responsibilities.

QUALIFICATIONS

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required.

- Excellent organizational skills
- Strong interpersonal skills
- Ability to multi-task
- Attention to detail
- Ability to remain calm despite heavy workloads
- Excellent organizational and time management skills
- Strong communication skills
- Results driven attitude

Education/Experience

Bachelor's degree and two to six years of related experience or equivalent combination of education and experience. Experience in Plumbing/Piping/HVAC related experience.

Computer Skills

Proficiency with Microsoft Word, Excel, and Access required. Proficiency with email required.

Certificates and Licenses

None required.

WORKING CONDITIONS

Work Environment:

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job.

This position is in a standard office environment with desktop business equipment and frequent telephone calls. Noise level is moderate.

Physical Demands:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to sit for long periods of time. The employee must constantly reach with hands and fingers. Employee must be able to work in close contact with small and large groups. Frequent hearing and talking is required. The employee must constantly reach with hands and fingers.

Travel to customer sites. Rare overnight travel is possible.

The employee is occasionally required to lift up to 50 lbs.