



**Job Description - Outbound Telephone Sales - Account Manager**

**Objective of Position**

**To Effectively Manage An Account Base That Will Achieve Sufficient Profit To Finance The Growth Of The Outbound Sales Division And To Provide The Resources Needed To Achieve Other Key Sales Objectives.**

**Results To Be Achieved**

- 1. Effectively Execute The Outbound Sales Strategy**
- 2. Exceed All Individual Revenue And Profit Goals**
  - Revenue
  - Gross Profit
  - Gross Profit Percentage
- 3. Exceed All Individual Territory & Account Management Goals**
  - Account Coverage
  - Average Talk Time
  - Total Dials
  - Average Contact Time
  - Total Number Of Contacts
  - Fax & E-Mail Addresses
  - Preferred Products And Manufacturers
- 4. Exceed All Individual Market Share Goals**
  - Total Number Of Contacts
  - Total Number Of Buying Accounts
  - Total Number Of Orders
- 5. Exceed All Customer Satisfaction Goals**
  - Understand Customers Business, Wants, And Needs
  - Meet Customer Commitments
  - Quote And Order Follow-Up
  - Shipped Order Follow-Up

**Specific Duties & Responsibilities**

- 1. Effectively Implement The Outbound Sales Strategy**
  - a) As Detailed In Performance Development Plan
- 2. Exceed All Individual Revenue And Profit Goals**
  - a) Manage To Daily Performance Worksheet
  - b) As Detailed In Performance Development Plan
- 3. Exceed All Individual Account & Territory Management Goals**
  - a) As Detailed In Performance Development Plan
- 4. Exceed All Individual Market Share Goals**
  - a) As Detailed In Performance Development Plan
- 5. Exceed All Individual Customer Satisfaction Goals**
  - a. As Measured By Customer Feedback / Feedback Surveys
  - b. As Detailed In Performance Development Plan

## Outbound Excellence

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#### Results Measurement

1. **Revenue & Margin Goals** = To Budget
2. **Customer Contact** = Minimum Of 3:30
3. **Presentations** = Minimum Of 8
4. **Average Contact Time** = Minimum Of 2.47
5. **# Of Target Contacts** = Average Of 2.5 Per Account
6. **# Of Buying Accounts** = To Performance Development Worksheet
7. **# Of Orders** = To Performance Development Worksheet
8. **Call Blitz (Prospect)** = First 90 Minutes Of Every Day
9. **% Of Accounts Contacted** = 100% Every Month
10. **E-Mail Addresses** = 90% (DNS Flags Set)
11. **Call Coaching** = To Performance Development Worksheet
12. **Account Development** = To Performance Development Worksheet
13. **Customer Contact Notes** = Current Call + Next Call Planned
14. **Follow-Up On Open Quotes & Open Orders** = Minimum Of 90%
15. **Follow-Up On Shipped Orders** = Minimum Of 90%

#### Minimum Qualifications

- ✓ **3 Years Of Outbound Sales Experience**
- ✓ **Steady Employment History**
- ✓ **Meets Ideal Sales Candidate Profile**
- ✓ **Passes Computer Based Skills Testing**
- ✓ **Passes Prospecting Exercise**
- ✓ **Strong Values And Work Ethic**
- ✓ **Commitment To Achieving Excellence**
- ✓ **Good Culture Fit / Team Player**
- ✓ **Ability To Work Well With Little Or No Supervision**
- ✓ **Strong Communication Skills (Written And Verbal)**
- ✓ **Ability To Maintain Confidential Information**
- ✓ **Ability To Work Well Under Pressure**
- ✓ **Excellent Prioritization Skills**
- ✓ **Bachelor Degree Or Equivalent**

I have read the responsibilities of this job description, I understand each of the **roles and responsibilities** and I agree to seek to achieve each of them.

\_\_\_\_\_  
Employee Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Employer Signature

\_\_\_\_\_  
Date