



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