



Damuth Trane Job Posting

Job Title: Account Manager
Department: Service Solutions
Team: Service Solutions
Reports To: General Sales Manager
Prepared Date: 1/10/2017

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. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Education and Experience

- Required - Minimum 3 years of Technical Sales Experience or at least 3 years of Technical Operations Experience in Commercial/Industrial Building Systems
- Preferred - Familiarity with Commercial/Industrial Building Systems
- Preferred - Familiarity with Client Organizational Structures designed to Design, Building, Operate, Maintain, and Upgrade commercial and industrial building systems
- Preferred - Engineering background
- Preferred – Certified Energy Manager (CEM) other building/construction certifications
- Required - Familiar with the use of mobile technology
- Preferred - Familiarity with a Customer Relationship Management (CRM) system for managing opportunities and accounts

Special Skills

- Required - Ability to read, analyze, and interpret general business periodicals, professional journals, technical procedures, or governmental regulations
- Required - Ability to write reports, business correspondence, and procedure manuals
- Required - Ability to effectively present information and respond to questions from groups of managers, clients, customers, and the general public
- Required - Ability to create and work within documents using Microsoft Suite (Word, Excel, Outlook and PowerPoint)
- Required - Excellent communication skills

Physical Requirements

- Required - Ability to pass drug screening
- Required - Mobility within the office and on jobsite
- Required - Ability to lift and carry 25 pounds
- Required - Willing to travel locally as required
- Required - Able to prove U.S. Employment eligibility
- Required - Valid Driver's license and good driving record
- Required - Ability to communicate with others both written and orally

Work Environment:

The work environment characteristics described here are representative of those an employee

encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- This position works in a typical office environment with visits to other offices, plants, and job sites. Frequent outdoor travel is required to visit customers.
- The noise level in the work environment is usually moderate, but can be excessive in industrial facilities.
- Proper PPE equipment must be used at all times within industrial facilities and in construction zones.

Physical Demands

- While performing the duties of this job, the employee is regularly required to stand, use hands and fingers to handle or feel, and talk or hear.
- The employee frequently is required to walk; reach with hands and arms; and stoop, kneel, crouch or crawl and climb ladders.
- The employee is occasionally required to sit.
- The employee must regularly lift and/or move up to 25 pounds.
- Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception, and ability to adjust focus.

Primary Role

- Secure new business including new Service Agreements, expanding Service Agreements, Equipment repair upgrade projects, and new contracts for upgrading and expanding existing building systems
- Manage and maintain a set of assigned accounts including managing existing business relationships with key client personnel and growing new relationships
- Secure new client relationships with companies with assigned target accounts who have significant business growth potential
- Take full responsibility for the total business for an assigned list of existing and target accounts and provide sales leadership with booking commitments over select business periods

Essential Duties & Responsibilities include the following:

**Other duties may be assigned.*

- Meet and exceed assigned sales goals in all categories of projects and contracts
- Regular face to face time with existing and target clients
- Regular Joint Sales Calls with Sales Leadership
- Learn all Damuth Value Propositions and Technical details for using in selling and securing new business in all assigned Damuth products, services, and offering categories
- Partner with in-house experts to develop technical solutions
- Learn and use the Damuth Sales Process
- Learn and use the Damuth CRM (Customer Relationship Management) system
- Attend all regularly scheduled engagements with the sales team and sales leadership
- Provide input for sales forecasting to Sales Leadership
- Regularly present best practices with the sales team
- Identify and execute all actions and responsibilities required to perform Professional Sales Account Management for all assigned accounts
- Identify and execute all actions and responsibilities required to perform Professional Sales Opportunity Management for all assigned sales opportunities
- Build and Maintain relationships with internal sales support staff and internal operations staff
- Learn and follow all required processes for acquisition and fulfillment of projects and contracts

Customer Service

- Provide *Gold Standard* customer service. Be reliable, be responsive, make customers feel valued, be

empathetic, and be competent.

- Return all customer inquiries within 24 hours. Answer customer calls and e-mail quickly, thoroughly and, pleasantly. Communicate with customers in a friendly, professional, and patient manner.
- Perform all duties with the goal of building and maintaining long-term customer relationships.
- Immediately address any customer's concern. Request the involvement of other Company personnel as required. Notify Team Leader of any major concerns and the action taken to resolve it.
- Never say or act as though something is not your job.

Teamwork

- Demonstrate and promote a spirit of cooperation and teamwork throughout the Company.
- Provide backup support for other team members.
- Continually look for ways to improve our processes and ability to serve our customers effectively.
- Improve your personal performance on a continual basis. Suggest training programs or other opportunities for improvement to your Team Leader as they apply.
- Practice Shared Values
 - Treat other with uncompromising truth
 - Lavish trust on your associates
 - Mentor unselfishly
 - Be receptive to new ideas, regardless of their origin
 - Take personal risks for the organization's sake
 - Give credit where it's due
 - Do not touch dishonest dollars
 - Put the interest of others before your own

Safety

- Use safe work practices in the office and promote safe practices in the field.
- Complete required safety training on time.
- Proper PPE equipment must be used at all times within industrial facilities and in construction zones.
- Notify Team Leader or Safety Director of any unsafe conditions.
- Comply with all customer safety requirements during jobsite visits.

Other Responsibilities

- Must have neat personal appearance
- Must be courteous and diplomatic
- Business is to be conducted with the highest level of personal integrity
- Maintain a positive demeanor – keep a smile on your face and “in your voice”
- Continue education for professional and personal growth

Supervisory Responsibilities

- This job has no supervisory responsibilities.