

Pacific Provisions Hawaii

Job Title: Account Manager

Employment Type: Full-Time

FLSA Status: Non-exempt

Department: Sales and Marketing

Reports To: Director of Sales and Marketing

Job Summary

Summary: This is an outside sales position responsible for promoting the company's products and services and for building relationships with new and existing accounts. The focus is to help customers succeed while achieving sales, profit and account receivables goals established by the company.

Essential Duties

- Manages a geographical sales territory, ensuring customer needs are met, and budgeted sales and gross profit objectives are achieved/exceeded.
- Effective in building mutually beneficial relationships with clients.
- Functions as a team member within the department and organization, as required, and performs any duty assigned to best serve the company.
- Develops short and long-term strategies to call on high potential accounts, and manages time and resources to cover the entire sales territory.
- Develops and executes quarterly business plan, including account-specific actions related to achieving goals.
- Builds long-term relationships by becoming knowledgeable about customers' business.
- Effectively listens for information to uncover their needs.
- Summarizes information gained during sales interaction to reinforce understanding.
- Deals immediately with customer objections by discussing them openly and honestly.
- Follows through on all commitments in a timely manner.
- Matches the customer's long- and short-term needs to the features and benefits of our company service system, and advocates ideas and solutions that promote customers' business strategies.
- Communicates appropriate customer information, including issues, problems and needs to the distribution center customer service team and merchandising regularly.
- Enlists the assistance of Sales Managers as needed, and involves management in appropriate meetings both internally and externally.
- Effectively uses information system, laptop computer and telephone to provide value to the customer relationship through presentation material, correspondence and telephone call.
- Performs other related duties as assigned.

Supervisory Responsibilities

This job has no supervisory responsibilities.

Education

This position requires a high school diploma or GED, with some business and food technology knowledge. Hotel/restaurant background preferred but not required. Leadership in selling skills required.