

Account Associate/Manager



This position offers a Competitive Salary, Annual Bonus opportunity a rich benefits plan including Company Paid health insurance, a 401(k) w/ employer match, company & paid life insurance. This role provides a Company vehicle (All auto related expenses covered, insurance, maintenance, gas card) once the Regional Account Manager has completed their training.

Overview:

The Account Associate plays an important role in Ci's service department. The Account Associate focuses on supporting the Branch team and customers. The Account Associate represents Ci in the office and out in the community.

Position Responsibilities

- Develop & maintain strong relationships with customers and potential new customers.
- Determine if items will be filled from inventory or they need to be purchased.
- Provide follow up with customer regarding their orders.
- Track Sales orders & Receive in orders.
- Monitor distribution of customer equipment & parts.
- Extract data and generate sales reports using the CRM database.
- Maintain inventory of demo equipment and control check-out/check-in process.
- Collaborate with members of the sales, finance, service, and engineering teams to complete projects in an accurate and timely manner.
- Serve as direct link between Ci & our customers.
- Provide after-sales support to enhance the customer's experience.
- Maintain accurate CRM records of all related activity.
- Prepare bids/quotes/contracts and reports as needed.
- Generate leads, make cold calls, & reach out to prospects.

Qualifications

- This position requires the skills & knowledge normally obtained through the successful completion of a **high school degree**. Associates Degree, or some college/business courses strongly preferred.
- **Requires 4+ years minimum** related experience, preferably in a customer support/business development, & administrative capacity with progressive responsibility.
- Must demonstrate strong interpersonal skills dealing with greeting customers in person & on the telephone. Must speak clearly & professionally.
- Must type a minimum of 40 words per minute.

Account Associate/Manager

- Requires strong computer skills. Including creation of various reports & spreadsheets. Must be proficient in entire Microsoft Office Suite with a strong focus on **Excel** and Word. Microsoft Dynamics AX Experience also preferred.
- Effective communicator, both written & oral.
- Capable of dealing with internal & external clients in a tactful & professional manner.
- Must be able to work under pressure & tight deadlines.
- Effective communicator, specifically written, oral & presentations.
- Ability to represent the company at all levels within an organization.
- This position requires a clean driving record & valid US driver's license.
- Previous experience working with emergency responders, city, or county government purchasers a plus.
- Ability to be self-motivating & work independently is a necessity.

Pre-employment background check & Drug Screen required