

## Regional Account Manager

### **Overview:**

The Regional Account Manager based in the Tampa Bay area plays an important role in Ci's service department. This role focuses on creating new business and supporting the Branch team and customers. The Regional Account Manager represents Ci in the office and out in the community.

### **Position Responsibilities**

Identify new customers and propose solutions for their communications needs based on Ci's suite of products

Generate leads, make cold calls, & reach out to prospects.

Develop & maintain strong relationships with customers and potential new customers.

Prepare bids/quotes/contracts and reports as needed.

Provide follow up with customer regarding their orders.

Track Sales orders & receive in orders.

Monitor distribution of customer equipment & parts.

Maintain accurate CRM records of all related activity and 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.

Attend Trade Shows -represent company

### **Qualifications & Requirements**

- This position requires the skills & knowledge normally obtained through the successful completion of a **high school degree**. Associate's degree, or some college/business courses strongly preferred.
- **Requires 4+ years minimum** related experience, in a customer sales/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.

## **Regional Account Manager**

- Must type a minimum of 40 words per minute.
- 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.
- 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.
- Travel 25%-Occasional Overnight Required
- Must be willing and able to drive within assigned territory Tampa, FL down to Naples, FL and stay overnight as needed.

**Pre-employment background check & Drug Screen required**

**Valid US Driver's License required**

**Minimal driving violations within past five years required**