

## ACCOUNT MANAGER

The Corporate Account Manager (CAM) at Champlain Cable is responsible to coordinate and direct internal/ external sales activities for assigned strategic customers in support of the calendar year business plan. This individual will interact with all departments.

### Requirements:

- Proven work experience as an Account Manager or relevant role
- Minimum 3 to 5 yrs. experience as an account manager - wire & cable experience a plus
- Solid experience with CRM software (a plus) and MS Office
- BA/BS degree in Business Administration, Sales, or relevant field

### Requirements:

- Initial customer inquiry review, product design review, and quotation
- Analysis and understanding of Customers, Account trends and needs
- Maintain price lists/Prepare Quotes
- Coordination of product samples/start-up, expediting and other post-sale activities
- Review and modify order entry done by CSR
- Take ownership of all account activities
- Coordinate activities with and in support of Regional Sales Managers
- Maintain quote records
- Create and maintain positive and productive relationships with both external and internal customers
- Travel required; 10%-25%

### Competencies / Actions / Relationships / Expected Results:

- Customer Contact - Interact daily with customers via e-mail and telephone. Provide information and analysis as needed concerning order status updates, quotation requests, product specifications, and other account related information as required.
- Customer Knowledge - Analyze and track trends and activities of key accounts. Gain an understanding of customer trends, product mix, as well as on-going knowledge of Champlain's product portfolio.
- Team Player - Ability to perform all tasks in sales departments, cover for others during absence, work effectively with all facilities, levels and departments throughout Champlain Cable.
- Design Reviews - Work with Production and Engineering staff for review and approval of new product pursuits. Organize and initiate all required documentation. Organize Design Review meetings.
- Support Field Sales - Develop and maintain positive relationships with Regional Sales Managers and Sales Representatives. Coordinate all necessary actions resulting from communication with Customers; i.e. Contract Revisions/Quote Requests, Conflict Resolution, New Opportunities, expedites.
- Trade Shows and Conferences - Attend as necessary, provide support in terms of equipment, samples and literature

**Competencies:**

- Attention to detail, flexibility, high level communication (both written and oral) and problem-solving skills in a dynamic, fast-paced environment.
- Time management and analysis skills.
- Strong written and verbal skills.
- Ability to perform frequent calculations for copper price adjustments, metric conversions, advanced mathematical skills. Customer service level 3 training.
- Proficient in Microsoft Office.
- Advanced analytic skills to track, maintain and grow accounts