



## JOB DESCRIPTION

Job Title: Account Representative  
Reports To: Area Sales Manager  
Department: Sales  
Status: Exempt  
Revision Date: March 29, 2021

### JOB SUMMARY

Performs as the account manager for designated clients. Provides direction for all service representatives within assigned territory. Actively involved with all sales and marketing activities. Responsible for full regional accounts maintenance.

### SUPERVISOR RESPONSIBILITIES

None.

### DUTIES & RESPONSIBILITIES

1. Responsible for development and implementing a sales plan to meet Guardian CSCs sales objectives.
2. Serves as the account manager for designated customers.
3. Identifies prospective customers, makes sales calls, and markets products and services.
4. Negotiates new service contracts; manages existing service contracts. Completes quotes in a timely manner.
5. Coordinates and integrates sales and marketing efforts with other departments to effectively introduce new products. Implements advertising and promotional campaigns.
6. Collects, compiles, and interprets customer satisfaction data. Works to develop a strategic plan for the development of new accounts and improvement of customer services.
7. Manages special customer requests and responds to customer complaints.
8. Provides continuous servicing of existing internal and external products and services. Participates in the selection of outside services (if needed).
9. Demonstrates a commitment to customers by: Complying with all applicable safety regulations; learning the impact of errors; reporting actual and potential errors, as well as hazardous conditions; identifying problems to increase safety and participating in safety education programs and root cause analyses as required. Maintains established policies and procedures, objectives, quality assessment, and safety standards.
10. Performs scheduled repairs via work order from sales teams. Installs, distributes and/or delivers equipment and materials to customers as needed. Trouble shooting and preventive maintenance of equipment when necessary.
11. Provides outstanding service to all customers; fosters teamwork; and practices fiscal responsibility through improvement and innovation.
12. Provides monthly progress reports to the Equipment Sales Manager via timely completion of sales agreements and monthly department reports.
13. Responsible to fill in for other positions within the department as needed.
14. Attends meetings as required, and participates on committees as requested
15. May represent the company in local, regional, and national organizations.
16. Enhances professional growth and development through participation in educational programs, current literature, in-service meetings, and workshops.
17. Participates in the company's performance review program.
18. Performs other duties as necessary or assigned.

**REQUIRED SKILLS & ABILITIES:**

- Strong grasp of principles of sales and marketing.
- Ability to work without direct supervision and under pressure due to deadlines for work completion.
- Self-starter with the ability to take initiative.
- Intermediate computer skills.
- Must possess a valid driver's license and maintain a good driving record.

**EDUCATION & EXPERIENCE**

- High school diploma or GED. Bachelor's degree preferred. A combination of formal education, training, and experience may be considered.
- Minimum two years' experience in sales/marketing in a related field such as HVAC, plumbing, heating, and electronics.

**PHYSICAL REQUIREMENTS/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.

- While performing the duties of this job, the employee is regularly required to drive a vehicle; stand; walk; sit; use hands; push/pull with hands and arms; climb or balance; stoop, kneel, crouch or crawl; talk or hear; and feel or smell. The employee must regularly lift and/or move up to 100 pounds. Specific vision abilities required by this job include close vision, distance vision, peripheral vision, depth perception, and ability to see color.
- Regular exposure may occur to odorous, toxic chemicals; hazards of steam and heat conditions are possible; and outdoor weather conditions may occur. May work near moving mechanical parts or machinery.
- This position may require a mandatory vaccination(s) to perform the essential functions of the job and in order to be compliant with customers or businesses with this mandate. Medical or Religious Accommodation requests will be considered per the company's vaccination policy.