



## Account Manager or Customer Service Representative (General)

**Location:** Atlanta (Lawrenceville GA - to be specific )

### Overview:

The Account Manager (AM) or Customer Service Representative (CSR) position is responsible for providing support to assigned sales personnel. In this role, a CSR or AM will be involved in several functions that assist salesperson(s) with the placing of product and service orders, the selection of appropriate vendors for specific product requirements, ensuring selling prices to clients are appropriate and maintained properly and the initiation of billing the clients as required, and other tasks and duties as assigned. This position has contact with sales and management personnel in the assigned location as well as clients.

### Responsibilities & Duties:

- Support to assigned sales person (AE)
- Personal contact with clients
- Research and quote products for clients
- Help sales person (AE) and client resolve any problems and follow up in a timely manner
- Entry, maintenance and running of reports of client information in the company's Client Relationship Management (CRM) system
- Keep all client records updated and articulate to clients in a professional manner

### Requirements:

- Two or more years of prior client support experience in purchasing or sales relationships
- Prior CRM experience a plus
- Computer proficient, specifically Microsoft Office
- Ability to thrive in a fast paced setting
- Ability to skillfully communicate with clients by phone and email
- Able to multitask and prioritize, work under pressure and meet deadlines
- Complete task in a timely manner
- Self-motivated and detail-oriented

### Education:

High School completion; college completion a plus

### Additional Requirements:

- Must possess mobility to work in a standard office setting and to use standard office equipment, including a computer, stamina to maintain attention to detail despite interruptions.
- Strength to lift, and carry files weighing up to 10 pounds to a height of 48 inches
- Must be able to sit for long periods of time utilizing computer keyboard and mouse.

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