

Account Manager

We are looking for an Account Manager to create long-term, trusting relationships with our customers. The Account Manager's role is to oversee a portfolio of assigned customers, develop new business from existing clients and actively seek new sales opportunities. Account management responsibilities include developing strong relationships with customers, connecting with key business executives and stakeholders, and preparing sales reports. Account Managers answer client queries and identify new business opportunities among existing customers. In this role, you will liaise with cross-functional internal teams (including Customer Service and Product Development departments) to improve the entire customer experience. This position may require occasional travel.

Responsibilities

- Serve as the lead point of contact for customer account management matters.
- Build and maintain strong, long-lasting client relationships.
- Quote and make presentations on active projects following KES quote process.
- Follow all standards on new orders and change orders upon receipt.
- Develop trusted advisor relationships with key accounts, customer stakeholders and executive sponsors.
- Enter orders through project management system. This includes entry of order, organizing kickoff meetings with engineering team, assist in ordering of long lead parts, robots, feed/case conveyors, review of approval prints, watching over system manufacturing and set-up, preparation, and execution of FAT (organization of test product), scheduling delivery of equipment, installation, and start up with appropriate KES Managers and customer. Manage the project through its completion.
- Develop new business with existing clients and/or identify areas of improvement while working with R & D as necessary. Submit appropriate forms for use of R&D as required.
- Forecast and submit hotlist forecast to VP of Sales monthly.

Skills

- Proven work experience as an Account Manager, Key Account Manager, Sales Account Manager, Junior Account Manager, or relevant role.
- Demonstrable ability to communicate, present and influence key stakeholders at all levels of an organization, including executives.
- Proven ability to juggle multiple account management projects at a time, while maintaining sharp attention to detail
- Excellent listening, negotiation, and presentation abilities
- Strong verbal and written communication skills
- BA/BS degree in Business Administration, Sales, Engineering, or relevant field