

Job Description

Date : October 2015
Position Title : Account Manager
Position Reports To : North American Sales Manager
Location : Remote- USA Midwest. Chicago, Detroit, St. Louis, Minneapolis or other relative location
Requisition Number : #15P-29

Sales- Account Manager

Opportunity Snapshot

This role is your opportunity to leverage your technical sales and service skills to build a robust book of business primarily within the industrial and specialty markets. You'll begin with a solid account base, which you'll maintain and expand, and develop and work a sales plan/strategy to earn new business. You'll join a "best in class" supplier of specialty oxidation solutions, and enjoy the foundation of a business with more than 60 years of success, alongside the entrepreneurial energy of a new growth initiative. If you're looking for a home where you can continue to build your career and professional skill set, while representing strong brands, this role could be your perfect fit. This is a remote role that requires someone with independent drive and self-motivation. The preferred location for this position is based in the USA Midwest (Chicago, Detroit, Minneapolis, St. Louis), but could be located in other appropriate cities in the area.

Requirements

To be a good fit you should also have:

- A bachelor's degree, ideally in Chemistry or Engineering or a related field (preferred), or the equivalent combination of education and experience
- At least four years of technical sales, technical service, or experience in the industrial chemical or similar industry
- A proven track record of solid account management as well as the development of new accounts
- Demonstrated ability to write and present clear, organized and informative business communications and presentations
- Strong business/sales acumen including strategic planning skills and the ability to leverage forecasting, profitability and other data/reports to inform your strategic and tactical approach to landing new and growing existing business
- Solid PC skills including Microsoft Office Suite applications (e.g. Word, Excel, PowerPoint, Outlook)
- Just as important as your experience and skills will be the following characteristics and competencies:
 - Exceptional interpersonal, verbal and written communication skills, including effective one-on-one interactions with all levels and titles, and group presentations
 - Strong organization, prioritization and time management skills
 - The ability to build strong internal and external relationships
 - A customer-focused, action-oriented mindset, and the drive to develop and grow your business
 - The ability to work independently and meet and exceed goals
- In addition to the requirements listed above, you should be able to travel overnight approximately 50% of the time.

Role

As an Account Manager, you will be responsible for maintaining and growing business relationships in direct and distributor sales channels. Upon joining us, you'll take ownership of a book of business including several key accounts, and begin to build relationships and maintain and expand that business.

Specifically, in the following areas, your responsibilities will include:

Account Management

- Working with the Sales Manager, internal, and external resources to ensure product line sales and profitability objectives are met
- Managing accounts and acting as the primary contact for those accounts
- Developing strong relationships with key decision makers at customer sites
- Developing strong relationships with key decision makers at our customers' head offices, establishing strong multi-level relationships with key executives
- Ensuring customer service commitment is met through regular visits, phone calls, and troubleshooting
- Developing and maintaining relationships with key commercial constituents, understanding and positioning company operations to beneficially align is this complete?
- Developing in-depth knowledge about customer history, organizational relationships, competitive issues, potential opportunities, etc., and transferring this knowledge to the organization for use in business maintenance and growth
- Practicing and promoting the safe work practices in support of our worldwide policy on health, safety, security and the environment

Technical Support

- Facilitates troubleshooting operational difficulties and fielding mechanical questions
- Providing customer training and education to support customers' use of products and/or the development of new products
- Utilizing up-to-date knowledge about current and potential product applications to support customer needs
- Building relationships and communicating regularly with R&D and technical organizations to optimize value to customer
- Developing a working knowledge of the advantages and disadvantages of competitive chemistries and technologies that impact PeroxyChem's objectives

Communications

- Assembling call reports that provide useful information and are submitted within agreed timeframes
- Enabling management and other relevant functions and employees to understand markets, problems, needs, and competitive developments in order to effectively support customer needs and plan strategies and objectives
- Disseminating information to customers or internally to PeroxyChem in a way that effectively meets the specific need

Note: this description is intended to give you a general overview of the position and is not an exhaustive listing of duties and responsibilities.

About PeroxyChem

PeroxyChem is a global leader in peroxygen and adjacent chemistries. The company employs approximately 600 people throughout the world, with facilities in North America, Europe and Asia. With an unyielding commitment to safety at its core and backed by an exceptional team, the company prides itself on exemplary customer service, product quality, reliability and technical service. PeroxyChem manufactures high quality products and innovative applications developed as a result of innovation and superior technical expertise. We supply customized chemistries for electronics, energy, environmental, food safety, pulp, paper, polymer, and other industrial and consumer markets. - See more at www.peroxychem.com

We are an Equal Opportunity Employer, EEO, AAE, MFDV and supports a drug free workplace.

Keys to Success

A lot of job postings talk about "strong communication and interpersonal skills," but in this position they are essential. You'll interact with a wide variety of people, from executives and plant/procurement managers to line workers. You should be able to build relationships, demonstrate the value of our products, and find the unique balance between sales and technical support. To excel, you'll have outstanding customer service skills to drive both your sales and support activities.