



Account Manager

Job Scope

The Account Manager is the liaison between companies and their customers. The core priority of this role is addressing customers' needs and concerns as quickly and effectively as possible to develop and maintain strong relationships. The Account Manager will handle customer complaints, find solutions to their issues, and maintain a positive relationship between both parties for future business ventures. The daily duties of this role consist of putting proposals together, communicating with the team, making calls, and taking meetings. This role is also responsible for proactively driving new customers to FSG through marketing campaigns, networking events, and trade shows. Full-time position with flexible hours to attend customer and industry events. Success in the role will come by meeting deliverables, not working hours.

Responsibilities

- Responsible for selling all FSG products and services to a portfolio of existing FSG accounts to maximize the business from existing customers.
- Accountable for attaining all critical customer information that will help FSG understand the structure, size, needs, and annual spending of their assigned portfolio of accounts.
- Work closely with Business Development Managers to support quoting and closing business.
- Communicate with clients to ensure all their needs are understood and addressed.
- Building strong client relationships to maintain existing business and acquire new FSG products and services.
- Proactively engage with customers.
- Mining current customers and maximizing FSG's footprint within each client.
- Look for and close upsell opportunities.
- Schedule and lead weekly meetings on progress.
- Maintain and increase customer renewal levels and decrease churn rate.
- Collaborating with local operations and corporate solutions teams to fulfill all customers' needs and requests.
- Resolving complaints and keeping track of all processes that pertain to the client's desires.
- Acting as the client's representative and in a firm to ensure that their demands are met with a focus on improving the customer experience.
- Collecting and analyzing data concerning consumer behavior to understand changing needs.
- Welcome and set up new customers.
- Contact customers to review their business and ensure customer loyalty.
- Resolve outstanding customer issues promptly.
- Identify opportunities to increase customer profitability and drive company revenue
- Work with all operations to deliver maximum customer retention, revenue, and net profit.
- Ensuring customers know all FSG Products and Services
- Reporting competitive market data.
- Maintain FSG internal CRM, "Engage" with the latest opportunities.
- Meet and exceed FSG-developed KPIs.
- Take ownership of customer issues and drive resolution.

As an EEO/Affirmative Action Employer all qualified applicants will receive consideration for employment without regard to race, color, religion, sex, sexual orientation, gender identity, national origin, disability, veteran status.



- Customer service and retention of existing clients.

Requirements

- High School Diploma / GED or 5+ years of Sales Experience.
- Ideally, 3+ years of experience in Sales and/or Account Management.
- Strong customer-facing skills (Executive presence, writing, phone, and email).
- Outstanding Communication and listening skills (English).
- Self-motivated, strong work ethic.
- Demonstrated skills for achieving or surpassing results against standards of excellence.
- Shows a passion for improving the delivery of solutions with a commitment to continuous improvement.
- Proven skills to cultivate long-term, sustainable, value-based relationships with customers.
- Demonstrated ability to negotiate by collaborating with others to arrive at a conclusion using compromise, persuasion, influence, and rationale, both internally and externally.
- Demonstrated ability to develop and leverage partnerships to drive the strategic plan.
- Consistently demonstrates alignment with organizational strategy to advance opportunities.
- Strong Computer and Office Product Skills.
- Connection to local industry associations with active participation.

Physical Requirements

- Talk, hear, and see (including close vision, distance vision, color vision, peripheral vision, depth perception, and ability to adjust focus).
- Performs light to medium work, exerting up to 25 pounds of force occasionally or a negligible amount of force constantly to move objects.
- This is essentially a sedentary role; however, some travel to field locations is required. This would require the ability to traverse uneven terrain, bend, or stand as necessary.

Working Conditions

- This job operates mainly in a professional office environment, regularly traveling to offsite events and field locations.
- This role routinely uses standard office equipment such as computers, tablets, phones, photocopiers, filing cabinets, and fax machines.
- Work hours will vary daily due to business needs.

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