

Job Description

Job Title: Account Manager
FLSA: Exempt
Date: August 2018

Job Summary:

Account managers are responsible for new member sales, upgrades, member retention, event/program sponsorships, and economic development investments. Account managers are expected to provide superior customer service to members. Monthly sales goals must be achieved as defined by the Chief Member Relations Officer.

Essential Duties and Responsibilities:

Chamber Membership Recruitment and Retention

- Generate leads and maintain full sales pipeline
- Arrange appointments with prospects to discuss membership investments and engagement/visibility opportunities
- Provide appropriate follow up to close sale
- Maintain prospect information in SBA
- Provide ongoing support and service to new and existing members
- Call and engage members to ensure membership is renewed; when appropriate seek an upgrade
- Maintain member contact information in SBA
- Attend ribbon cuttings for members recruited by account manager

Chamber Councils

- Attend assigned Chamber Council meetings to engage members, promote Chamber events and activities, and sign up new Chamber and Council members

Trustee Program

- Facilitate regularly scheduled Trustee Connections, utilizing gatherings for leadership level engagement and targeted introductions
- In conjunction with the rest of the MR team, work to ensure leadership level investors find value in the Trustee program

Administration

- Complete monthly forecast and weekly updates
- Complete At-Risk Report in a timely manner
- Ensure sales paperwork is accurate and submitted timely

Other Responsibilities

- Staff Member Relations Division events
- Attend all Chamber “signature” events to network with members
- Act as a resource for Chamber members, staff and volunteers

Job Description

The above cited duties and responsibilities describe the general nature and level of work performed by people assigned to the job. They are not intended to be an exhaustive list of all the duties and responsibilities that an incumbent may be expected or asked to perform.

Education and Experience Requirements:

- Sales experience required.
- College degree preferred.

Knowledge/Skills/Abilities:

- Ability to work effectively with all levels of internal and external associates/customers/colleagues.
- Demonstrated ability to effectively communicate both verbally and in writing.
- Ability to develop and maintain collaborative relationships with all levels within the organization.
- Ability to follow through on issues, make informed decisions that comply with policies and procedures, complete tasks and problem-solve.
- Ability to manage multiple priorities.
- Possess intermediate to advanced level knowledge of Microsoft Office software applications.
- Ability to work with minimal supervision.

Skill Requirements: (X = Required for job)			
X	Utilize internet web sites/functions	X	Public speaking/group presentations
X	Utilize word processing software	X	Reasoning and logic
X	Utilize spreadsheet software	X	Leadership and supervisory
X	Utilize database software	X	Retrieve and compile information
X	Typing/computer keyboard	X	Maintain records/logs
X	Analyze and interpret information	X	Verify data and information
X	Ability to communicate verbally	X	Ability to prepare written communications
X	Operate office equipment, fax, phone, calculator, etc.	X	Basic mathematical concepts (add, subtract, multiply, divide)
X	Investigate, evaluate and recommend action		Advanced mathematical concepts (fractions, decimals, ratios, percentages, graphs)
X	Organize and prioritize information/tasks		Abstract mathematical concepts (interpolation, inference, frequency, reliability, formulas, equations, statistics)
Physical Requirements: (X = Required for job)			
X	Sitting for extended periods	X	Lifting up to 20 pounds of office supplies/equipment
X	Extended periods viewing computer screen	X	Carrying up to 20 pounds of office supplies/equipment
X	Walking		Pushing/Pulling
X	Reading	X	Bending/Stooping
X	Standing		Reaching
X	Writing		Grasping
X	Hearing	X	Repetitive Motions
Hazards: (X = Required for job)			
X	Normal office environment		Electrical current
	Toxic or caustic chemicals		Housekeeping and/or cleaning agents
	Flammable, explosive gases		Proximity to moving mechanical parts