



---

# Precision Contract Manufacturing Image-Tek

## JOB DESCRIPTION

**Position:** Customer Account Representative

**Reports To:** Customer Account Supervisor/Manager

**Summary:**

Generate and sell new opportunities within existing customer accounts. Understand and respond to all aspects of customer needs and requirements with focused attention to detail to ensure timely delivery of orders.

**Essential Functions:**

- Maintain existing revenue base of \$40,000 a month with intent of growing assigned customer base to \$100,000 a month by year end;
- Minimum monthly new sales revenue of \$5,000;
- Process customer orders from order entry through production and shipping
- Service customers by analyzing and interpreting inquiries for customer sales;
- Responsible for outbound regeneration and assist in direct marketing campaigns
- Maintain accurate customer forecasting in recurring and new sales
- Analyze customers buying patterns and label needs by understanding the customers business
- Fulfill sample and quote requests
- Accurate maintenance of the Act customer data base
- Excellent attention to detail
- Flexible in job assignment and adaptable to changing business needs;
- Maintain a safe, healthy work environment, follow company policies and procedures and meet physical/mental demands;

**General Duties and Responsibilities:**

- Outbound telesales, to include a minimum of 4 hours outbound calling to generate new sales opportunities (9:00am – 11:00am and 1:00pm – 3:00pm);
- Each individual in the assigned customer base to be contacted quarterly at a minimum;
- Weekly detailed reports to include: 100 contacts per week, 10 quotes per week, 2 closed deals per week;
- Ability to probe customer for information needed for existing and new order opportunities
- Process customer orders/changes utilizing company software according to procedures;
- Continued customer maintenance and order regeneration;
- Communicate effectively with internal and external customers regarding orders and/or shipments;
- Follow up on orders to ensure delivery by specified date
- Other related duties may be assigned.

**Minimum Education and Qualifications:**

- Knowledge of principles and methods for showing, promoting, and selling products or services. This includes marketing strategy and tactics, product demonstration, sales techniques, and sales control systems;
- Proven track record of successfully growing an assigned territory;
- Degree in industrial sales or marketing preferred; and 5 years sales experience
- Excellent interpersonal and communication skills;
- Ability to read and interpret documents such as customer purchase orders
- Ability to learn internal company software
- Ability to write routine reports and correspondence using Microsoft word and excel;
- Must perform all essential job functions and meet minimal physical requirements;

**Physical Demands: See Attached**