



Associate Account Executive

Purpose of Position

Associate Account Executive will support Sales Executives and National Executives in the growth, development and customer service of the customers that they share.

Essential Job Functions/Responsibilities: *(other duties may be assigned. Management also reserves the right to change or modify position descriptions from time-to-time to meet the needs of the business with or without notice).*

- Assuring quotas are met or exceeded monthly
- Customer service and support of all customers, including handling queue calls
- Inside support when SE or NSE are traveling
- Outbound phone calls to build relationships, discuss, promotions and capture sales
- Offer Corporate Pen Presentations, virtual proofs, problem resolution, special pricing structures and product recommendations
- Educate customers on our tools (samples, corporate presentations, three free etc.)
- Prep and follow up for all tradeshows attended by the SE or NSE
- Provide customer quotations with 4 hour turn around
- Provide product and industry expertise when needed
- Maintain NetSuite ASI information and pipeline data
- Provide customer freight quotes
- As part of the sales team, help sales team members/management with projects or customers not specifically in assigned territory
- Partner with Sales Executive to follow up on customer meetings with clients
- Provide customers reporting to increase sales
- Follow up thank you calls on large orders
- Responsible for carrying out tasks, meeting deadlines, and checking that all tasks are complete
- Review on pricing structure yearly to see if we can elevate them or need to lower them
- Setting up Promo codes for Special Offers and self-promos
- Assist CSR to help find a replacement pen, pricing
- Works internally to solve problems for our high level accounts with many different departments.

Required Position Skills

- Oral Communication Skills
- Planning and organizing skills
- Problem solving skills
- Service Orientation
- Team Work
- Customer service appreciation and awareness
- New business development skills required
- Possess the ability to generate and foster relationships with customers
- Ability to work independently as well as part of a large sales team
- Possess desire and drive to develop and grow
- Strong negotiation and problem solving skills
- Ability to conduct presentations



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Reasoning Ability

- Must be able to think freely and make decisions on own pertaining to job responsibility
- Able to perform duties without supervision
- Ability to keep calm, responsive and friendly under pressure
- Able to handle a variety of different tasks at once as well as challenges that may arise with customers, associates, and/or vendors
- Knows when to request help or assistance from supervisor
- Strong negotiation and problem solving skills

Work Environment

- This is a very fast paced busy environment
- Regular attendance in conformance with the standards, which may be established by Hub from time-to-time, is essential to the successful performance of this position. Associates with irregular attendance will be subject to disciplinary action, up to and including termination of employment.
- Associates may be required to work varying schedules to reflect the business needs of the Company
- Multitasking
- This position is monitored by direct/indirect supervision to insure all unit procedures are adhered to.
- Upon employment, all associates are required to fully comply with Hub's rules and regulations for the safe and efficient operation of the Company. Associates who violate any rules and regulations or policies and procedures will be subject to disciplinary action up to and including termination of employment

Education/Vocational Experience

The education, specialized training, required licenses or certifications and/or years of directly related experience required to enter this job:

- Bachelor's Degree or comparable work history.
- Candidates must have some outbound telemarketing experience.
- Hub experience in our customer care center a plus.

NOTE: This job description is not intended to be all-inclusive. Associates may perform other duties as directed by Management in order to meet the ongoing needs of Hub Pen Company LLC