



Account Manager

Here at Crystal D we are growing and looking to add to our Account Manager team. As an Account Manager, you'll be an essential contributor to the success of Crystal D. We'll look to you to not only grow our revenue and strengthen our relationships, but to help our customers increase their own profitability as well. You'll act as a consultant to promotional product distributors offering a variety of solutions, in all cases helping them connect with their customers to build loyalty and revenue. Account Managers are a critical part of our customer experience strategy.

To help you succeed we provide a competitive salary along with benefits, excellent quarterly bonuses that reflect your performance, extensive training and an assigned territory of existing customers. You will partner with a Territory Manager and together strive to exceed sales objectives.

Position is located in St. Paul, MN.

Please sent resumes to: Stephanie Maday @ StephanieM@crystal-d.com

A little about CRYSTAL D:

"We Turn Emotions into Memories" by serving our customers through an ***"Incredible Customer Experience" (ICE)***.

Crystal D is an award-winning supplier of recognition awards to distributors of the promotional products industry. We've been in business for 28 years and our mission is "To be the First Choice for crystal awards and gifts. Here at Crystal D we call our employees "Memory Makers" because that's truly what they do. All Memory Makers have a tremendous amount of pride in the work that they do and it all stems from our no-nonsense, traditional Value Statements that shape our unique and distinctive culture.

Account Manager Job Responsibilities:

- Achieve and strive to exceed sales objectives, including pre-sale activities and revenue targets.
- Manage customer relationships, as well as sustain current level of business and develop new business from existing customers
- Proactively connect with customer to uncover potential new business to promote growth within the account.
- Execute regular structured sales calls within assigned territory, ensuring that quarterly and annually activity targets are achieved.
- Actively listen to each customer in order to gain an understanding of their individualized needs, in order to provide them the appropriate solutions.
- Help on-board new clients and provide sales support to assigned customer accounts.
- Partner with Territory Manager in the assigned region to maximize coverage and revenue potential on all assigned accounts
- Manage end-to-end sales activities with accounts and contacts within CRM.

Planning:

- Can identify, prioritize, and execute daily activities to close opportunities
- Collaborate on establishing a plan for key accounts that aligns with the company's growth objectives
- Prioritize and plan sales calls
- Identify and focus energy and time on high potential target accounts
- Time management prioritization for follow up activities

Execution:

- Execute the sales process developed for closing new and repeat opportunities
- Follow the established processes created for uncovering new potential business leads for additional opportunities
- Use a CRM to manage customer and quote information
- Follow internal processes to ensure high levels of customer service
- Articulate and explain feature and benefits of Crystal D products and services
- Prepare and deliver creative solutions that drive new business
- Generate and deliver quotes on a timely basis

Customer Relationship Management for Growth:

- Educate the customer regarding additional product and pricing information needed to fulfill the quote request
- Proactively seeks information regarding ways that we are able to help the customer gain new opportunities
- Deliberately provide follow-up on pending quotes to ensure customer satisfaction and conversion to an order
- Cultivate existing relationships to generate new business
- Understands when and how to leverage team capabilities during the quoting process to exceed customer expectations

Voice & Face of Crystal D:

- Communicate the benefits and features of Crystal D services and products
- Present compelling story to convince customer to make Crystal D their FIRST CHOICE for awards and gifts
- Be the brand champion by encouraging, clarifying, and communicating the Crystal D brand
- Builds rapport and connects with customers
- Encourage and influence key customers to promote the Crystal D product line
- Listens to and understands customer needs and pain-points

Qualification and Skill Requirements**Technical Skills:**

- Maintain and grow technical knowledge and expertise
- Is accurate, precise, and has a high attention to detail
- Proficient in current versions of Microsoft Word, Excel, and Outlook
- Is tech savvy and can learn and adapt to new technology quickly

Sales Skills:

- Knows the target customer base and how to leverage the relationship for maximum growth
- Knows the competition and their position in the market
- Knows how to get commitments and decisions
- Is not apprehensive about closing the sale

Prior Experience:

This position requires a minimum of 2 years of prior experience in inside sales, commissioned sales, or account management roles.