

# Orenco Systems, Inc.

## Job Description

<b>Job Title:</b>	Account Manager	<b>Job Code:</b>	ACCMGR
<b>Salary Grade:</b>	26		
<b>Department:</b>	Sales	<b>FLSA Status:</b>	Exempt

### GENERAL POSITION SUMMARY:

This is an advanced level position that provides liason between Orenco and its Dealers. The Account Manager assists Orenco Distributors and Dealers in an assigned regional territory to grow their business. The Account Manager is responsible for training of the Orenco Distributor/Dealer network, implementation of regional strategic plans, monitoring Distributor/Dealer compliance with Program requirements, assisting the Orenco Distributor/Dealer in establishing business plans and developing market strategies, and communications back to Orenco regarding market information. The incumbent also utilizes technical knowledge and training to assist customers in determining individualized needs, designs systems and recommends products appropriately; advises customers regarding equipment installation, usage, repair and maintenance; troubleshoots system problems and provides quality customer service in all internal and external interactions.

### RESPONSIBILITIES:

#### Essential Functions:

- Market and Business Development
  - Participates in establishing sales objectives by forecasting and developing sales projections for existing and new products within the assigned area.
  - Coordinate with Regional Manager to develop an annual business plan for their region identifying key market objectives in the coming year and a plan to meet those objectives.
  - Will identify needs for additional Dealers/Distributors, regulatory approvals, and other resource needs as part of this plan.
  - Keeps abreast of regulatory changes in territory that may affect the sale of Orenco products or technology.
  - Assists the Dealers/Distributors in establishing a marketing plan for Orenco products.
  - Assists with planning/scheduling of training and conferences and coordinates with the Marketing Department. Provides training to the Distributor/Dealer.
  - Represents the company at trade association meetings to promote products and technologies.
  - Will solicit business plans, provide feedback and modification requests, follow-up on plans and suggest alterations if necessary.
  - Manages accounts to ensure that Distributors/Dealers operate within parameters of Distributor/Dealer Agreement.
  - Will coordinate with various Program Managers to determine the best course of action to take advantage of our market opportunities in the assigned area.
  - Will develop specific working plans for their network that supports the Regional Plan.
- Customer Service
  - Communicates with Orenco Dealers/Distributors on a regular basis.
  - Works with Distributors to determine appropriate products and technologies to satisfy local market.
  - Assists the Distributors in establishing stocking order sizes and schedules. Implements and administers Programs according to the parameters of Distributor/Dealer Agreements.
  - Works with clients, performing design review, and providing troubleshooting assistance.
  - Performs follow-up correspondence with researchers, regulators, and/or designers, after initial contacts have been made.

- Researches customer requests regarding products and equipment, and directs customers to other sources of information, if necessary.
- Project Review
  - Assists customers in determining needs related to the design, development, installation, and maintenance of Orenco Systems wastewater handling equipment.
  - Utilizes technical knowledge/training and works with Technical Sales to ensure that customer orders for products, services, and equipment function in congruence to create the most efficient and cost effective systems, accurately meeting specific customer needs and Orenco Systems quality requirements.
  - Coordinates with Orenco Systems' Engineers to evaluate customers' system design drawings and plans, providing suggestions and making recommendations as needed.
- Research
  - Assists with the research of competitive technology and oversight if the competitive technology database.
- Training
  - Gives presentations on Orenco technologies internally, to business partners, and small groups.
- Troubleshooting
  - Troubleshoots and assists end users in resolving minor problems involving system repair and maintenance.
- Other Essential Job Duties
  - Attends team meetings and contributes ideas and opinion, continuously seeking improved methods by focusing on maximum efficiency of the sales process and providing quality customer service.
  - Becomes familiar with Orenco related products and technologies by reading professional literature.
  - Performs other duties as assigned.
  - Regular attendance is an essential job function in this position.

**EDUCATION:**

BS degree in technical or business field is preferred.

**KNOWLEDGE/SKILLS/EXPERIENCE:**

- Minimum 2 years experience as Sales Engineer I or Technical Sales II, or equivalent experience in other industry-related field and demonstrated ability to perform all functions.
- One year of experience in a related engineering field is desired.
- Ability to quickly gain a base knowledge of Orenco equipment and processes.
- Ability to learn state and local regulatory rules.
- Above average organizational skills are required.
- Exceptional verbal and written communications skills are required and all communications must be professional and courteous.
- Ability to give presentations on Orenco technologies.
- Ability to successfully interact with individuals from diverse backgrounds and extreme variations in educational levels.
- Keyboarding skills are required.
- Willingness and ability to travel up to 10 days per month.

- Ability to be flexible and change priorities with little notice.
- Must possess a valid driver's license and have a satisfactory driving record.
- Ability to lift up to 70 pounds without accommodations.

**TOOLS AND EQUIPMENT:**

Calculator	Computer	Copier
FAX Machine	Ohmmeter	Printer
Multi-Line Phone with Intercom		

**WORKING CONDITIONS:**

Office environment with occasional exposure to outside elements when traveling or conducting field work.

**PHYSICAL REQUIREMENTS:**

Speaking, seeing, hearing, sitting, writing, and keyboarding.

Last revised: 2/14/2017