



## **Account Manager (Entry-Level/Hybrid)**

Jarvis Cutting Tools  
Rochester, NH, USA

\$20 Hourly/Neg  
Medical  
Full-Time

### **Why Work Here?**

*"Flexibility, work/life balance, joining a great team!"*

***This is a trainable, entry-level/minimal experience role that is a great way to get out of the food/retail industries and into a hybrid, M-F office position!***

We need an **Account Manager** with an administrative/industrial sales background to sell both standard and special cutting tools, specifically taps. This is a customer success position that combines customer service value to the customers with helping the company achieve profitable growth. This position will work closely with Application Engineering, Marketing, and our Sales Reps to support existing customers place orders and move new customer opportunities through the sales pipeline.

### **Essential Tasks:**

- Manage your territory's inbound calls and emails from existing customers
- Review inbound purchase orders, confirm pricing, and send order acknowledgements
- Manage your customer's releases against their blankets
- Manage your territory's Vendor Managed Inventory (VMI) programs. This includes: Creating and managing manufacturing work orders, Managing your customer's blanket orders, Understand and manage customer's demand forecast, and collaboration across the organization to insure on-time deliveries
- Perform outbound calls to customers to update their status, influence their blankets, and build the relationship
- Work across and outside the organization to support new business development
- Implement annual price increases
- Computer skills is a must. You will need to work in multiple platforms including: ERP System, Office 365, CRM program, and other web based programs.
- Participate in quality assurance programs as requested

### **Sales Generation & Management:**

Contribute to the entire sales pipeline from lead generation/initial customer contact, estimating, quoting, and securing the order. Assist in increasing new customer base, via cold calling or warm lead follow-up including the reactivation of lost customers. Gathering information and qualifying targets and leads to determine if the customer and application is a good fit. Prompt responses to requests regarding customer service, product management, technology, and pricing to keep leads, prospects, or targets progressing.

**Other Duties:**

- Identify areas where we can improve customer attraction, interest, and satisfaction then communicate those issues and possible solutions to upper management.
- Keep management informed of competition and market conditions.
- Provide input into campaigns, marketing, and product and sales processes to achieve sales goals.
- Participate in training sessions, trade shows, and sales meetings as requested.

**Skills/Experience the successful candidate will possess:**

- High school diploma or GED required
- Prior sales/account management experience (or similar B2B, office-based customer service experience) preferred; and/or prior experience in a fast-paced service environment that required a high level of execution, detail-oriented and accurate work.
- The functions of this position can be learned through training but success in the role requires a hard-working person who is a fast learner with the ability to think and act quickly.
- Professional presence, including excellent verbal and written communication and presentation skills.
- Must have excellent relationship building skills and enjoy service-oriented work.
- Efficiency and accuracy utilizing internal IT systems.
- Ability to learn, understand and communicate the technical aspects of product line.
- Must be detail-oriented, have a well-organized approach to work assignments, this position requires sharp focus and accuracy.

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**Schedule:**

- On-site expectations are 2-3 days per week after the initial onsite training; once the individual is ready to work independently the role will be hybrid.
- This is a Monday - Friday position; 40hrs flex between 7:00am - 6:00pm; *\*please be encouraged to apply even if you have availability restrictions that prevent you from working this schedule.*
- There is remote/hybrid flexibility but the ability to work onsite (Rochester, NH) is required.

**Compensation:**

- \$20hr base wage; negotiable based on experience
- +Quarterly \$incentives based on conversions and year-over-year revenue growth
- Benefits:
  - 401(k)
  - Health insurance
  - Health savings account
  - Life insurance
  - Paid time off