

# TENSILITY

## **Job Description: Account Manager**

Date: May 21, 2019

Summary: Sales at Tensility is the first and last point of contact with customers. Sales people do not sell in a traditional, high-pressure manner; they are instead the ambassadors for the customers who help, guide, facilitate, and bring customer projects to completion from the initial inquiry through the manufacturing and logistics processes. A technical background is important because Tensility's primary customer target is the design engineer, who is highly proficient in either electrical or mechanical engineering. A person who works in sales at Tensility is able to engage our customers on their level, as well as promote the Tensility brand.

### **Tasks include:**

#### Sales

- a. Present and sell company products and services to current and potential clients. Follow up on new leads and referrals. Identify and resolve client issues.
- b. Prepare quotes with consideration to margins, shipping costs, and other factors.
- c. Work with vendors to provide appropriate customer solutions, including product & logistics.
- d. Prepare presentations, proposals and sales contracts.
- e. Present technical information to customers in a professional, polished manner.
- f. Evaluate and approve specifications and samples.
- g. Prepare a variety of status reports, including activity, closings, follow-up, and adherence to goals.
- h. Work with and/or develop reps in territory, as warranted.

#### Research & projects

- i. Participate in project and/or research planning with management.
- j. Responsible for forming an opinion and contributing to decision making of group.

#### Data

- a. Actively maintain complete customer records in accordance with quality system.
- b. Mine data in ERP system to generate new leads.

Other: Employee may at time be asked to participate in other activities and functions that contribute to the company as a whole, including:

Answer phones

Preparing shipments

Marketing efforts

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Entertaining vendors or customers

Quality control

Other activities which may be special skills of employee and become part of permanent job description.

## **Knowledge and Skill Requirements**

- Bachelor's degree.
- Technical background or capable of learning and applying technical concepts.
- Detail-oriented.
- Able to work in a team atmosphere as well as do independent work.
- Ability to work in an entrepreneurial and changing environment.
- Desire to learn and push personal limitations.

## **Working Conditions**

Working conditions are normal for a professional office environment. Some travel may be required.