



Innovative Chemical Technologies, Inc.

JOB TITLE: Sr. Account Manager
REPORTS TO: Director, Sales & Marketing
SUPERVISES: None
DEPARTMENT: Operations/Sales
LOCATION: Remote
FLSA STATUS: Exempt
EFFECTIVE DATE: 2/1/2019

PURPOSE:

The Sr. Account Manager is responsible for representing the company in a field sales territory role. They focus on profitable revenue growth by developing strong relationships within the territory at customers and prospects, providing general and technical assistance to both in order to foster a partnering culture between ICT and the companies that we serve.

DUTIES/RESPONSIBILITIES:

- Strive for excellence in all work by focusing on continuous improvement, consistent work practices, and working with other co-workers for the betterment of the company while doing everything well with minimal errors or defects to ensure customer satisfaction and quality standards
- Provides technical sales and support for ICT products and services at existing accounts and prospects, through direct and distribution channels
- Assumes responsibility for development of ongoing strategic plans, business climate assessment, and analysis necessary to meet revenue growth and profitability objectives
- Oversees sales activities at territory accounts and effectively communicates and develops good relationships with customers, prospects, Account Managers, distributors, and corporate headquarters, as needed to fulfill objectives
- Manages account sales for ICT's products (including profit, goals, and growth factors) in a manner most beneficial to overall corporate objectives
- Develops growth opportunities at accounts and prospects through frequent interaction, including but not limited to in-person visits, webinars, teleconferences, and any other appropriate means, acting either alone or, when necessary, partnering with other field personnel, corporate resources, and/or distributor sales personnel
- Increases sales through effective sales and service of ICT's products and, when necessary, through proper management of distributor activities
- Maintains frequent and complete communication with customers, prospects, the Director, R&D, and other corporate resources as appropriate, including technical communications with the laboratory, inside sales, and marketing (competitive activity, target account status, customer preference, trends, etc.)
- Continually communicates, negotiates, and closes new business deals
- Maintains contact and good relationships with all contacts at accounts, including but not limited to quality, purchasing, C suite, and R&D
- Complies with ICT's policies in respect to travel, expenses, and all reporting requirements.
- Effectively manages opportunity pipeline, customer base, and distribution network, and prioritizes efforts by utilizing the company's CRM in an efficient manner
- Develops and maintains working knowledge of all chemicals and other manufacturing capabilities sold and serviced by ICT

*Account Manager Description/Operations Sales Department
Revised 01.21.2019/vvc/lw/HR*



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- Builds relationships with key decision makers, acts as liaison and single point of contact with accounts
- Supports training via webinars, at distributor/customer locations, or at ICT corporate offices, when applicable and with manager approval
- Provides technical support as needed for other customers and Account Managers on an as-needed basis
- All other duties as assigned based on the needs of the business

JOB REQUIREMENTS:

- Bachelor's degree required in a technical field, Chemistry or Chemical Engineering degree preferred
- Minimum 5 years sales experience in HI&I, CASE, or related industry
- Must possess the ability to observe and identify new opportunities in the global market, as well as any potential threats
- Must be pro-active, possess a results-oriented work style, demonstrated initiative with outstanding follow-through
- Must have the ability to prioritize while also being Customer/Client focused
- Must have the ability to communicate effectively and proficiently with all appropriate parties
- Must have excellent verbal and written communication skills with the ability to speak and present to key decision-makers/stakeholders of current and potential customer base
- Must possess solid problem solving and analytical skills to include strong technical aptitude
- Must be extremely organized and self directed
- Must demonstrate sound business judgment and possess the ability to take direction from senior level management when necessary
- Must have the ability to multi-task in a fast-paced, dynamic work environment
- Must maintain abreast of product management training and sales support
- Must be a positive team player and flexible to assist others when needed
- Must be proficient in MS Office to include Word, Excel and PowerPoint. Must have the ability and flexibility to frequently work long hours and occasional weekend work
- This position requires 40-60% travel. Frequently travel is outside the local area and overnight

PREFERRED EDUCATION/EXPERIENCE

- Organic Chemistry, Chemistry, Chemical Engineering experience and education highly desired
- Experience in HI&I or CASE preferred

EXTERNAL WORKING RELATIONSHIPS:

- Manages customer and prospect relations while maintaining highest code of ethics and conduct

INTERNAL WORKING RELATIONSHIPS:

- Primary interaction with Business Operations, Quality, R&D, and Sales & Marketing departments
- Interaction with other departments, including but not limited to R&D, Engineering, IT, HR, etc...



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PHYSICAL DEMANDS/EQUIPMENT USE:

- Regular sitting and use of general office equipment, computer keyboard, printer, copier
- Occasional standing
- Use of PPE when in the manufacturing facility

WORKING CONDITIONS:

- Home office or general office environment
- Road warrior, frequent driving and traveling

NOTE:

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. The above listed are major responsibilities of this position. They are not intended to cover each aspect of the position, as the scope and duties of a given position may change, or be temporarily altered, based on the business needs of the Company. ICT, Inc. is an equal opportunity employer that values diversity at all levels. All qualified applicants will receive consideration for employment without regard to race, color, religion, sex, national origin, disability status, protected veteran status, or any other characteristic protected by law.