

## Job Description

**Job Title:** Sales Account Executive

**Department:** Sales

**Payroll Status:** Exempt

### **Purpose of the Position:**

Under the direction of the Chief Marketing Officer the Sales Account Executive assumes the responsibility the gathering of job specifications; being the primary point of contact for communications with clients, gather project objectives, completing and negotiating contracts and SOWs that have been reviewed by the CMO, address account needs, resolving client issues, and delivering of project proofs, mockups, samples, and/or final products as necessary. The position accomplishes this through a respectful, constructive and energetic style, guided by the objectives of the company.

### **Responsibilities:**

- Focuses on the retention and growth of existing assigned accounts.
- Strengthens current relationships and create new strategic relationships with key decision makers within assigned accounts.
- Establishes and maintains a trusted advisor relationship in order to determine the client's needs, sell value, create engagement alignment, and acceptance of Company's solutions.
- Offers vision and strategic planning for assigned accounts.
- Responsible to proactively reach out to ensure client satisfaction and retention. Provide professional after-sales report and support to enhance customers' experience.
- Manages entire sales cycle. Informs Project Manager & CMO of current and upcoming projects.
- Actively participates with customer inquiries including but not limited to new projects, concerns, complaints and the resolution of issues for customer satisfaction and preservation of Company's reputation. Informs the CMO of communications and outcomes.
- Participates in monthly or upon request meetings with CMO.

### **Knowledge and Skills Required:**

The Sales Executive will be a persuasive and have excellent negotiation skills. Be able demonstrate effective communication and customer service skills to continually meet or exceed sales targets.

Bachelor's degree (B. A.) from four-year college or university; or five years of related experience and/or training; or equivalent combination of education and experience. A thorough understanding of business administration and manufacturing operations.

### **Mental and Physical Requirements:**

The Sales Executive must be able to fulfill the following job related functions: hear and speak effectively in order to communicate with customers, vendors, and employees; read both handwritten and typed notes and computer screens; write and type documents and messages; interpret and comprehend instructions; evaluate his/her own work and the work of assigned personnel; handle multiple tasks simultaneously and prioritize them; work under conditions caused by deadlines; bend, stretch, reach, and kneel to perform duties of the position; follow all safety standards for TSG employees in accordance with OSHA regulations. Must also be able to satisfy the Knowledge and Skills requirements and fulfill the responsibilities of the position with or without a reasonable accommodation (as defined in the Americans With Disabilities Act of 1990).

The above statements reflect the general details necessary to describe the principle functions of the occupation described and shall not be construed as a detailed description of all the work requirements that may be inherent in the occupation. The Standard Group reserves the right to change, add to or subtract from the duties outlined, within the sole discretion of The Standard Group, at any time, with or without advance notice.

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Employee Acknowledgment Date

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Director of Human Resources Date

Prepared by:	Sue Overly, PHR, SHRM-CP	Date	01/01/2021
Revised by:		Date	