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# ICO RALLY Quality PLUS

## STRATEGIC ACCOUNTS MANAGER

**Page 1 of 1**

### **POSITION OBJECTIVE:**

Represent ICO RALLY in a professional manner, over the telephone, to our customers, vendors and manufacturer's representatives. Primary responsibilities include processing customers orders and requests for quotes, maintaining existing business and generating new profitable business from new and existing customers.

### **POSITION RESPONSIBILITIES include, but are not limited to:**

#### **Strategic Accounts Manager**

1. Assist and monitor all high maintenance accounts.
2. Look for new markets to explore with new and/or existing products.
3. Assist Director of Sales and Marketing on special projects.
4. Work on mid-range to large quotes with minimal supervision.

#### **Inside Sales General**

1. Receive calls from customers, greet callers and offer assistance. Ask appropriate questions to qualify the customer's exact needs and requirements. Prepare quotes in accordance with applicable policies and procedures. Take orders, enter them in the system properly and prepare required paperwork.
2. Give timely responses to all customer requests.
3. Prepare written and verbal quotations in a professional manner, determine quantity discounts and compute price extension. Follow up on Quotes issued to customers, with the intent to secure business opportunities.
4. Verify product availability through computer information, warehouse interaction, consultation with appropriate purchasing people, and/or direct factory assistance.
5. Coordinate sales activities with Credit Department, assisting with required credit information for new customers.
6. Develop complete knowledge of operating practices, computer and phone systems.
7. Develop product knowledge. Participate in Training Meetings.
8. Participate in the ongoing improvement of this positions processes and procedures.

### **POSITION REQUIREMENTS:**

High School education. Good organization and communication skills. 2 - 5 years experience in similar product line. Common sense and logical thinking. Ability to flourish in a highly structured environment.