

## Account Manager – General - Job Description

### SUMMARY

The Account Manager will oversee project pursuit, day-to-day business and relationships with new and assigned accounts, exceeding client expectations. This individual will develop new accounts as well as grow the size and revenue of existing customers by properly qualifying request for quotes and implementing the Solution Selling Work Process when applicable. The Account Manager must be a *customer relationship manager*, a partner whose understanding of and relationship with their assigned accounts can help *increase the amount, speed, and certainty of profits* generated through the relationship. The Account Manager must become familiar with these customers' businesses and needs, as well as understand the value of our offerings, how those offerings apply to a client's Key Performance Indicators (KPIs) and profit improvement, and how to communicate that value effectively. A successful Account Manager will manage the account planning process and lead a team of product sales experts, consultants, and services personnel to focus on issues critical to the customer's success. Through leveraging our internal and principals' knowledge, services and solutions, an Account Manager is charged to develop strong relationships at higher levels than traditional outside sales. The Account Manager is ultimately responsible for the company's business results from the account as well as those serving it.

### ESSENTIAL RESPONSIBILITIES

#### ***UNDERSTANDS THE CUSTOMER AND MARKET***

- Focuses on value the Customer needs
- Build strong, mutually beneficial, enduring Customer relationships
- Understands and communicates Customer needs and business strategy/initiatives to ensure continued leadership in delivering creative solutions
- Support our Customers' drive/need for project execution, operational efficiency and effectiveness
- Support our Customers' needs from the day-to-day support required from our customer service, inside sales, field service technicians and manufacturer's support teams
- Maintains a high degree of industry knowledge and awareness including: trends, technology advancement, significant accomplishments by others in the business, state of the competition, and significant events related to the Company's business and the customer businesses.
- Identifies, establishes, and maintains business relationships with customers final decision makers and managers who influence the selection of solutions.
- Maintains a thorough understanding of the customer's business, including products and processes, markets served, key customers, industry dynamics that effect the customer's business, and events that influence the customer's profits and therefore their accessible spend and drivers for that spend.
- Identifies the customer's Critical Success Factors (CSF), Key Performance Indicators (KPI), and key initiatives to support development of account plans, sales strategies, and project justifications.

#### ***UNDERSTANDS THE COMPANY'S OFFERING***

- Understands the Company's product and service offerings.
- Maintains basic knowledge of industry benchmarks pertinent to developing new performance targets for customers.
- Maintains knowledge of Quantified Business Results (QBR) delivered to other customers.
- Understands the Emerson organizations and its ability to impact sales and support efforts.
- Understands the Company's key strengths and weaknesses when compared to the competition.
- Deliver Bookings growth across the breadth of the business

- Technical understanding or the willingness to learn about process control equipment: Control Valves, Process Instrumentation (Pressure, Temperature, Flow, etc...), Valve Automation Products and our other offerings.

### ***UNDERSTANDS THE SOLUTION***

- Identifies recurring problems and completes thorough diagnosis to understand requirements and potential solutions.
- Acts as a scope architect to generally describe potential solutions.
- Prioritizes solution options and describes strengths and weaknesses of different alternatives.
- Develops the business value messages offered by the solution alternatives.
- Quantifies the PlantWeb® value in terms of customers KPIs and builds business justification for the investment.
- Acts as a consultant to assist in the customer's selection of best alternatives, which will optimize profit for both companies.
- Lead an internal team (Technical Specialists, Service Techs, Inside Sales), delivering increased customer loyalty and profitable growth

### ***COMMUNICATES AND SELLS THE SOLUTION***

- Willingness to plan business strategies and complete the tactics to complete this plan in a steady and continuous manner
- Leads the identification and qualification of selected opportunities.
- Develops, implements, and maintains an account strategy that maximizes profit generation for the Company, including crafting a value proposition for continuous improvement that sustains the business relationship.
- Leads and coaches the customer support team and keeps them focused on the Strategic Focus Areas.
- Communicates, in business terms, how the Company's solution resolves the customer's "pain".
- Responsible for providing solutions of uncompromising quality to the customer.

### ***ESSENTIAL SKILLS REQUIRED***

- Strong technical background in process control, instrumentation and automated solutions
- Excellent communications (presentation, verbal, and written skills) and interpersonal skills
- Highly effective at building long-term relationships
- Experience in negotiating contracts, deal making and making presentations
- Strong 'Customer First' focus
- Effective at dealing with a variety of Customer roles, including senior positions
- Ability to navigate ambiguous situations
- Strong team player
- Entrepreneurial work ethic
- Knowledge of Emerson\Emerson Process Management organization.
- Basic knowledge of the entire Emerson Process Management offering
- Understanding of customers' organizations, business models and processes
- Understanding of customers' Value Chain
- Manages across multiple divisions, companies, and organizations
- Experienced with Process Control Systems.
- Proficient with Microsoft Office applications.
- Willingness to work the hours needed to meet customer requirements.

***ASSOCIATED JOB COMPETENCIES***

- Persisting
- Demonstrates Self Control
- Integrity
- Communication (Listening, 2-Way Communication)
- Written Communication
- Customer Focus
- Problem Solving and Decision Making
- Informing
- Interpersonal Skills
- Ability to Negotiate
- Navigating the Business
- Strategic Planning / Action
- Critical and Analytical Thinking
- Building Cooperative Teams
- Business Fundamentals
- Ease with Executive Management
- Dealing with Ambiguity
- Initiative
- Navigating the Business Sector

***REQUIRED AND PREFERRED EXPERIENCE AND EDUCATION QUALIFICATIONS***

- B. Sc. In Engineering preferred
- 3 years or more in industrial or adjacent segment outside sales or account management or engineering/maintenance/process control experience in a process plant is preferred

***ADDITIONAL JOB DESCRIPTION/REQUIREMENTS***

This job exists in an environment of change and pressure for results. It requires the handling of multiple tasks with many unexpected interruptions. The job calls for the responsiveness and energy to work long hours and cover a wide scope without letting up on the pace.

The job requires driving to customer industrial sites on a regular basis. Such sites, while generally providing safe working environments, provide the potential of exposure to hazardous materials and other industrial safety exposures.

The job may occasionally require the salesman to fly to customer or manufacturers sites or other locations to participate in business discussions. The job requires the salesman to serve weekly on-call duty on a rotating basis.

Outside Sales and/or Account Managers will be responsible for taking 'On-Call' responsibility on a rotational basis with other colleagues as required.

This is not a complete list of all duties, and from time to time the duties and responsibilities of the job will change based on changes in our business.

**Physical Requirements**

<b>Physical Abilities</b>	<b>N</b>	<b>O</b>	<b>F</b>	<b>C</b>	<b>Lift / Carry</b>	<b>N</b>	<b>O</b>	<b>F</b>	<b>C</b>
Stand				x	10 lbs or less		x		
Walk				x	11 – 20 lbs		x		
Sit			x		21 – 50 lbs	x			
Handling / Fingering			x		51 – 100 lbs	x			
Reach Outward			x		Over 100 lbs	x			
Reach Above Shoulder			x		<b>Push / Pull</b>	<b>N</b>	<b>O</b>	<b>F</b>	<b>C</b>
Climb		x			12 lbs or less		x		
Crawl		x			13 – 25 lbs		x		
Squat or Kneel		x			26 – 40 lbs	x			
Bend		x			41 – 100 lbs	x			

- N** (Not Applicable) Activity is not applicable to this occupation
- O** (Occasionally) Occupation requires this activity up to 33% of the time (0 – 2.5+ hrs / day)
- F** (Frequently) Occupation requires this activity from 33% - 66% of the time (2.5 – 5.5+ hrs / day)
- C** (Constantly) Occupation requires this activity more than 66% of the time (5.5+ hrs / day)

**Acknowledgement**

I have read and understand the requirements of this role.

\_\_\_\_\_  
Candidate's Printed Name

\_\_\_\_\_  
Candidate's Signature

\_\_\_\_\_  
Date Signed