

Perfection Spring & Stamping Corp.  
Job Description

**Job Title:** Senior Account Manager  
**Department:** Sales

**JOB RELATIONSHIPS:**

**Reports To:** Vice President, Business Development  
**Supervises:** No One

**BASIC FUNCTION:** Perform business-to-business sales and account management including, but not limited to: outside sales, negotiation, prospecting/targeting new customers in markets deemed desirable by Perfection's marketing team, and supporting manufacturer representatives; perform cost breakdowns, justifications, analysis and corresponding paperwork; complete customer/potential customer questionnaires, non-disclosure agreements, terms and conditions, and address other designated legal items with respect to new accounts; and review and/or prepare pricing for designated quotes or as assigned.

**ESSENTIAL JOB DUTIES AND RESPONSIBILITIES:**

1. Regularly stay in contact with customers to obtain new business in accordance with established sales goals and at acceptable margins.
2. Meet with customers to maintain sales, handle issues, attend meetings, quote follow up, and manage accounts, as assigned or needed.
3. Close new business in accordance with established sales goals at new accounts.
4. Verify and determine who the decision makers are in procurement and engineering of prospective, desired customers, and assigned accounts.
5. Enter new and ongoing updates of sales intelligence, contact information, and quote status into Salesforce.com.
6. Visit current customers, as assigned, and prospects on a regular basis to grow the relationship, as well as grow the current business.
7. Negotiate pricing, contracts and terms and conditions with customers and prospects and assigned accounts with guidance from and/or approval of manager.
8. Contact customer technical personnel to review product and tooling needs and to determine and recommend design modifications to improve part quality and reduce costs.
9. Conduct plant tours to illustrate Perfection's wide range of capabilities to prospects and customers.
10. Work with assigned process and/or project engineers to coordinate the implementation of new parts, kickoff new parts with engineering, coordinate dates with customers, and ensure effective ongoing communication with customers.
11. Evaluate potential price increases, requests, or annual contract for price decreases and recommend/ report to manager.
12. Prepare, accurate and timely customer pricing, quotations/estimates/ quotes, and enter into log. Review new engineering estimates and sales quotations to determine that final pricing is within established criteria. Refers unusual cases to Vice President, Business Development.

13. Prepare monthly activity report summarizing quoting activity, quality issues, on-time delivery, as well as any/all pertinent issues relating to the customer relationship with the Company for assigned accounts.
14. Review customer contract terms and conditions for legal obligations and conformity with company procedures and practices.
15. Other duties and projects, as assigned.

**POSITION REQUIREMENTS AND SPECIFICATIONS:**

- Broad finance, technical, and mechanical engineering knowledge in a combination of experience, education and training equivalent to a Bachelor's degree required.
- A minimum of ten (10) years experience with a demonstrated track record of successfully generating sales in accordance with established industry business-to-business sales plan within a technical manufacturing environment required.
- A minimum of seven (7) years sales experience within a metal stamping or spring manufacturing environment. Experience in the automotive industry highly desirable.
- Must be self-motivated, goal oriented and tenacious. Ability to work independently within guidelines and to work through/around obstacles.
- Demonstrated success with project management, including responsibility for execution and proven ability to successfully multi-task required.
- Demonstrated success in sales account management required.
- Demonstrated negotiation skills; including pricing, contract review, as well as an understanding of and ability to negotiate favorable terms and conditions required.
- Excellent written and verbal communication skills, including strong writing abilities and clear, coherent writing style.
- Articulate, well-spoken individual, capable of effectively representing the company both internally and externally, as well as strong interpersonal and effective listening skills, and good stand-up/presentation skills required.
- Effective conflict resolution skills, problem-solving abilities, along with sound, logical decision-making skills, and a demonstrated ability to deal with all levels of people; must be able to establish and maintain a strong rapport and positive relationships with all levels of staff internally and externally.
- Must be highly flexible, energetic; able to respond and adapt to changes and well organized; and a proven ability to manage shifting priorities and organizational needs.
- Must be able to work effectively under pressure and manage multiple competing deadlines and projects.
- Ability to travel a minimum of 25% of the time required.
- High level of computer proficiency with MS Office Suite (Outlook, Word, Excel, PowerPoint) required. Knowledge of and experience utilizing manufacturing systems (either ERP or MRP) and Salesforce.com is a plus.
- An understanding of ISO/TS 16949:2009, and standard automotive industry requirements and expectations.

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**ADDITIONAL INFORMATION:** Incumbent is required to gain an intimate understanding of the company, its mission, vision, values and operating philosophies. Incumbent works closely with senior managers and staff to generate sales, as well as support sales programs. Must have business maturity and instill confidence in customers. Must possess a high level of energy, be results-oriented, confident, and have strong people skills. Must be able to work and thrive within a very fast-paced, fluid environment. Must be proactive, persistent, and able to handle multiple projects and customers simultaneously. Because the company runs at a very fast pace with multiple, rapidly changing priorities, the incumbent must be highly flexible, resilient, adaptable and comfortable working in a dynamic organization with an evolving culture. Incumbent must enjoy a challenge, be passionate about his/her work and have a commitment to excellence and continuous improvement. Normal workweeks of 55-60 hours are not unusual. Thus, the individual must be prepared to make a significant commitment to the organization.