



## Job Description

### Account Manager

#### Summary

As an Account Manager you will report to the Director of OEM Sales and will have, in partnership with the Industry Executive, responsibility for igniting and managing rapid revenue growth in our OEM sales area. The Account Manager will work to grow existing business by expanding our solutions penetration through sales of additional products and services, and coordinating sales activity into the existing customer base; all towards the goal of maximizing the revenue generated from the network of ARI's customer relationships. Additionally, the Account Manager is responsible for seeking out and developing new business opportunities through referrals from the existing client base. This role is considered an invaluable member of the sales and account management team and must have the vision, drive, and interpersonal skills to succeed in a double digit growth environment. You will be a "hands on" account management professional operating with a sense of ownership.

#### Essential Duties and Responsibilities:

- Drives Revenue through recognition and realization of opportunity with existing accounts.
- Manages major account relationships as the primary point-of-contact for day-to-day issues, including ongoing communications, and coordination of project, billing and other activities.
- Works with customers and ARI resources to leverage ARI's products and services to enhance customers' business and grow ARI's opportunities.
- Supports Industry Executive in developing new business.
- Develops annual account action plans.
- Identifies all customer contract renewals and builds plan for the renewal of those contracts.
- Drives profitable revenue growth year over year in assigned accounts.
- Meets and exceeds monthly and annual revenue goals by executing an account growth strategy.
- Works with Marketing to create Sales Programs centered on OEM endorsements.
- Conducts regular Business Reviews and reporting with major accounts.
- Manages CSI Process.
- Manages relationships with Manufacturers (OEMs), distributors and resellers to further sales opportunities and to ensure continued customer satisfaction.
- Tracks and maintains all account activity in the company CRM application (Salesforce.com)
- Provides input into pricing, positioning and strategy within assigned verticals or markets.
- Provides sales forecasts and other reports to manager as required.
- Other responsibilities as assigned.

#### Qualifications:

##### Education and Experience

- Bachelor degree or equivalent experience and 5 + yrs sales/account management experience.
- Track record of exceeding goals and targets.
- Consistent rank within the top twenty percent of peer group.
- Significant technology experience in a sales, account management and/or technical role in a software solutions, website hosting or other internet-based environments.
- Demonstrated experience operating within and leading a sales culture of accountability.
- Exceptional customer service orientation.
- Exceptional integrity, honesty and trustworthiness.
- Strong foundation in managing demanding customer base.
- Background in sales, marketing, and/or major account management.

- Knowledge of OEM/Distributor marketplace, project management, information technology, search engine optimization and marketing.
- Skilled in Microsoft Office suite (Word, Excel, PowerPoint, Visio, Project, etc.).

### **Specialized Skills or Abilities**

- Acts and thinks like an owner/entrepreneur.
- Must be comfortable managing relationships with executive level contacts.
- Advanced conflict resolution skills.
- Excellent verbal and written communication skills.
- Excellent presentation development and presenting skills.
- Excellent proofreading skills.
- Excellent ability to successfully interface with clients and handle multiple priorities concurrently.
- Dedication and commitment to get the job done.
- Able to work in a fast-paced, continuously evolving environment.
- Technology savvy; excellent internet knowledge and experience, an understanding of configurations, networking and web-based application architecture.
- 80/20 Action (execute)/ Strategic focus orientation.
- Self-motivated and ability to work independently.
- Knowledge of sales and marketing concepts.
- Successful track record of winning and closing deals in competitive environments, as well as identifying new, Greenfield pockets to enter.
- Ability to juggle multiple projects and manage long project cycles.
- Understanding of software features relative to target market business needs.
- High capacity to learn and adapt.
- High level of business maturity.
- Ability to travel 25%.

### **Communication Skills**

Ability to read, analyze, and interpret general business periodicals, professional journals, or governmental regulations. Ability to write reports and business correspondence.

### **Mathematical Skills**

Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals.

### **Reasoning Ability**

Ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists. Ability to interpret a variety of information furnished in written and oral form.

### **Physical Demands**

The physical demands required of the position include prolonged sitting; extended periods of computer use and keyboarding; and a normal range of hearing and vision.

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job.

### **Work Environment**

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job.

**Reports to:** Director of OEM Sales

To be considered, submit your resume along with a personal cover letter to [employment@arinet.com](mailto:employment@arinet.com) .

Visit us on the Web at <http://www.arinet.com/>.

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Employee Acknowledgment

Date

*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.*