



Account Manager

Job Description

Reporting to the Sales Manager, the Account Manager sells products, processes customer orders, provides pricing and/or technical information, and finds solutions to customer problems in a timely manner.

KEY ACCOUNTABILITIES:

- Consistently exceed customer expectations when processing orders and answering technical questions while offering value added solutions to each customer exchange (60%);
- Aggressively and consistently research new business opportunities and market Noramco products and services to new potential clients (25%) ;
- Conduct market research of products and pricing for the purpose of promoting new products (10%) ;
- Work cooperatively with teammates in the administration of sales transactions (5%).

DUTIES AND RESPONSIBILITIES:

- Coordinate and assist, where necessary, the various functions in office sales and administration, including:
 - Liaising with operations and purchasing personnel while entering orders;
 - Providing pricing quotations and following-up on every quote, when necessary;
 - Administering the opening of new accounts and maintaining existing customer-account databases;
- Work respectfully and diligently to grow existing business by promoting Noramco products and consistently offering our expertise and service;
- Deal with every customer complaint in an expedient manner and ensure they are satisfied with our resolve;
- Ensure superior customer service is the objective during each customer interface;

- Prospect and develop new business through a strategic process of warm and colds calls;
- Remain up-to-date on various product lines by actively and aggressively pursuing formalized vendor training programs and informal product research;
- Stay informed of sales objectives, targeted product lines, required market-intel, vendor objectives, and competitor activities and actively promote new knowledge to management and teammates as deemed necessary;
- Ensure proper administration in the management of freight claims and reel returns;
- Maintain a system of effective communication between operations and sales (Noramco and NCS) so that all parties are regularly updated with capacity challenges and service issues;
- Participate in the preparation and execution of physical inventory as required;
- Provide back-up support to the sales department when required;
- Stay current in your profession and enroll in continuing education focused on sales strategies and account management principals;
- Performs any other duties as required by management.

REQUIREMENTS:

- Previous Sales experience is highly beneficial
- Good English communication skills - written and spoken
- Demonstrated people skills
- Ability to develop long-term client relationships.
- A highly professional approach to business
- Product knowledge
- Must be customer service driven
- Good knowledge of MS Office (Word, Excel, Outlook)
- Knowledge of electrical industry in general is an asset.

What's in it for you



We are a major player, involved in the energy transformation in Canada. Certified* as a Great Place to Work®, we offer a dynamic work environment with great career opportunities. We promote autonomy and decision making.

What sets us apart is our:

- A strong national network offering real opportunities to grow: our people make the difference.
- Competitive salary base, and uncapped commission potential.

Among our benefits:

- Flexible group insurance plan customizable to your needs.
- Free health resources available 24/7: Telemedicine and Employee Assistance Program (EAP).
- Group RRSP with employer contribution and TFSA.
- Postsecondary Scholarship Program for our employee's children.
- Years of Service Recognition Program.

Come build your career with us, a growing network where our people make it happen!

Our recruitment process ensures equality and diversity. Please note that only successful candidates will be contacted.

*It is a certification within a larger organization