



POSITION DESCRIPTION

Job Title: Account Manager

Reports to: Program Director

FLSA Status: Exempt

Scope of Position:

1. Account Manager supports all matters relating to their Team's backlog goal and provides ongoing support to all Corporate Sales/Marketing efforts as needed.

Reporting Relationships:

1. The Account Manager reports directly to and is fully accountable to the Program Director.

Job Requirements:

To perform this job successfully, an individual must be able to complete all areas outlined for this position in a satisfactory manner. Listed below are representative of the knowledge, skills, and abilities necessary to meet the job requirements. Reasonable accommodation may be made to enable individuals with disabilities to perform the essential functions.

1. Education:
 - Required: High School Diploma or Equivalent
 - Preferred: Bachelor's Degree in Related Field
2. Licensing/Registration/Certification:
 - Required: Valid driver's license (approved driving record required per company policy).
3. Experience:
 - Required: A minimum of 3 years' experience in the Construction Industry.
 - Preferred: A minimum of 3 years' experience in Sales with proven results.
4. A preferred working knowledge of the software listed below:
 - Microsoft Office Products
 - Top Builder CRM
 - Wrike
 - Procore
5. Abilities, Skills, and Knowledge:
 - Strong knowledge of M Bar C's history, experience, qualifications, product offerings and construction processes (materials, equipment, and



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supplies used).

- Proven ability to successfully negotiate and meet (or exceed) established goals
- New Business Development
- Account relationship management tracking and sales
- Proven ability to successfully collaborate in a team environment
- Customer Service
- Strategic sales knowledge
- Negotiation
- Client Presentations

6. Physical Requirements:

- Employees must be able to stand, walk, sit, talk/hear, use hands to finger, handle or feel, climb, or balance, stoop, kneel, crouch or crawl, reach with hands and arms, taste, or smell.
- Must be able to lift up to 50 Pounds.

7. Vision Requirements:

- Employees must have close vision (clear vision at 20 inches or less).
- Distance vision (clear vision at 20 feet or more).
- Color vision (ability to identify and distinguish colors).
- Peripheral vision (ability to observe an area that can be seen up/down or to the left/right while eyes are fixed on a given point).
- Depth perception (three-dimensional vision, ability to judge distances and spatial relationships).
- Ability to adjust focus (ability to adjust the eye to bring an object into sharp focus).

8. Planning and Time Utilization:

- Meets scheduled deadlines to achieve established M Bar C corporate goals and objectives.
- Shows ability to consistently recognize and deal with priorities based on team and corporate objectives.
- Maintains an organized and efficient work environment that utilizes required software associated with performing above position duties.

Working Conditions:

1. This position will be working primarily indoors in a construction firm environment but also will require the employee to travel to the field. From this movement, the employee will encounter varying weather conditions and temperatures. Normal travel hazards will apply as all types of weather may be encountered including heavy rain and below freezing temperatures with snow conditions.



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Responsibilities and Duties:

1. The Account Manager will provide support including answering sales specific phone calls (including calls that are made to the Sales Department and not necessarily directed to the specific team associated with the Account Manager).
2. Respond to new & existing customer inquiries and proposal requests in a timely manner. This may include but will not be limited to web leads, emails and voicemails.
3. Respond to phone calls, messages, and emails in the same day or within 1 business day.
4. Qualify new clients, strategic opportunities as outlined in corporate vision, new valid opportunities, and submit for bidding as required to maintain or surpass team and corporate sales goals.
5. Proactively monitor all open proposals for assigned accounts. Follow up with accounts and identify concerns (internal and external hurdles) to facilitate the closing of a sale that reflects the best interest of both the client and corporation.
6. Prepare accurate weekly, monthly, and quarterly sales and forecasting reports for presentation to the team in the weekly team meetings and to the executives in monthly WIP meetings.
7. Qualify, generate, communicate and record Rough Order of Magnitude (R.O.M) pricing to clients in a timely manner, when applicable. Follow up as needed.
8. Track opportunities sent to the team and follow up on each. Update CRM and forecast with notes pertaining to specific leads and accounts. Identify next action and dates for deliverables.
9. Coordinate, host, and/or attend client meetings, events, and presentations in support of corporate and Team strategy to achieve monthly and yearly backlog goals and key performance indicators.
10. Prepare and participate in vital factor team (VFT) meetings including updating goals, goal results, and any required actions items established during the monthly VFT with Program Director.
11. Understand relational dynamics of existing clients and industry contacts. Ensure continuous development and maintenance of key relationships.



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- 12. Attend bid assignment meetings and maintain team bid activity to ensure deadlines and expectations are being met or exceeded for both the client and the team.
- 13. Input qualified Accounts, Contacts, and Leads into CRM. Maintain data in CRM including opportunities, sales, forecasting, updating lead and client status (lost, dead, closed, partner, etc.).
- 14. Identify strategic opportunities based on corporate approach. Participate in the Strategic Bid meetings for bid approach and identify key project, competition, and pricing information related to bidding opportunities that will facilitate qualified strategic bid approach and put the company in the best position to win work.
- 15. Attend and document site walks. Produce client attendance lists, photos, and notes of existing site conditions necessary for quality bidding approach.
- 16. Attend conventions, trade shows, seminars, and other meetings to enhance professional knowledge and increase market presence and network, as required.
- 17. Qualify ITB (Invitation to bid) and RFP's (Request for Proposal), including identifying appropriate scope, risk, and reviewing any provided drawings and specifications prior to team assignment.

Performance Metrics

- 1. Maintain close rate and new opportunities for expected sales to meet team backlog goal

Acknowledgment:

I have carefully read this position description and fully understand the *Responsibilities, Duties* and *Results* expected of me in this position. I assert that I will both perform all of the requirements and achieve all of the results as described. *Please check the appropriate statement below.*

At this time, I am *able* to perform all the functions of this position without any accommodation.

OR

At this time, I am *unable* to perform all the functions of this position without an accommodation.

Employee Signature

Date