



Account Manager

Classification: Non-Exempt

Schedule: 40-hour workweek, rotating on-call

Location: Pasadena, TX

Reports to: Customer Service Manager

POSITION SUMMARY:

The Account Manager will serve as the primary point of contact for clients, responsible for building and maintaining strong relationships and ensuring customer happiness. This role involves managing client accounts, including order entry, quoting, following up, day-to-day communications, troubleshooting any issues that may arise, and delivering results that foster long-term customer loyalty. The desire and will for personal growth are also expected.

JOB EXPECTATIONS:

- Excellent organizational and problem-solving skills
- Good verbal and written communication skills
- Ability to work in a team-oriented environment
- Dress business casual
- Always in alignment with company core values:
 - Always desire to be the best
 - Be a team player
 - Commitment

SUCCESS IN THIS POSITION INCLUDES:

- Respond with answers to all customer questions immediately upon receipt, via phone, email, or text; technical support, product support, application support and delivery.
- Quoting: Complete quotes within 4 hours from receipt.
- Follow up on quotes daily.
- Maintain relationships with customers so they will always want to continue doing business with you and the company.
- Participate in all company trainings and trade shows as requested.
- Stay in compliance with rules and regulations in the employee handbook.
- Required to be on-call for emergency needs as part of a rotating schedule, lasting 1 week. While on call, all duties in this description should be performed immediately upon request.

KNOWLEDGE, SKILLS, AND ABILITIES:

- High School diploma or equivalent
- 3-5 years in a customer service position
- QuickBooks knowledge
- Proficiency in Office Suite (Word, Excel, PowerPoint)

This job description is intended to convey information essential to understanding the scope of the job and the general nature and level of work performed by job holders within this job. It is not intended to be an exhaustive list of qualifications, skills, efforts, duties, responsibilities or working conditions associated with the position.

All qualified applicants receive consideration for employment without regard to age, race, color, religion, gender, creed, national origin, physical or mental disability, marital status, veteran status, disabled veteran status, or status as a member of any other protected group or activity.