



Samlex America, Inc was incorporated in 1991. Built on a foundation of respect, customer service and quality products, we now serve over 90 countries worldwide. While responding to the market's next generation power conversion needs, we stay true to our roots by maintaining our commitment to relationships with customers and colleagues. As a manufacturer of quality power conversion products, we provide the versatility to convert the available power to the power that is needed for industries such as Communications, Alternative Energy, Electronics, Fleet, Marine and RV.

As an Account Manager you like solving problems and helping others, while influencing sales success. Nurturing relationships is your priority. Your outgoing nature makes you a natural on the phone, while your honed listening skills create the foundation for providing outstanding customer service. Your dynamic presentation skills capture your audience whether they are buyers, sales professionals or technicians. Our Business Development Managers depend on your ability to step in and help with a can-do attitude to help maintain long term business relationships. Your conceptual ability allows you to comprehend all levels of inquiries and solve the problem with the help of Engineering, Logistics and Administration. You are an expert in communications both verbally and written. Although you are independent you enjoy working within a team environment working towards a common goal.

#### **Areas of Responsibility:**

- Create, implement and account for your annual sales plan
- Qualifies and generates sales leads
- Directs the customer service desk activity, answers sales phone inquiries, provides pricing, availability and delivery options
- Provides knowledgeable advice on products and applications, coordinates technical support as needed
- Actively engaged in the sales process, seizes opportunities to promote our capabilities and products; promotes events, product launches and specials
- On-going requirement to nurture growth from all accounts by active promotion to increase sales
- Manage tier 3 accounts
- Provide inbound leads to Channel Partners
- Maintain CRM activities
- Provides field support by responding to sales representative requests for product information, quotations, collateral material and other customer service requests
- Coordinates with Logistics for the calculation of domestic shipping quotes
- Trade show support
- Ability to present dynamically and provide product training in person or through webinars
- Acknowledges customer orders and coordinates all changes, corrections or rescheduling between administration and account contacts
- Coordinates with Operations to ensure the effectiveness of order processing
- Enforce the Online Pricing Policy
- Provide Competitive and Market Analytics
- Provides back up support to Reception



- Maintains a program of self-improvement within the context of the role by reviewing product publications, attending product training seminars and educational workshops

**Requirements:**

- Minimum of 2 Years Account Management Experience
- Strong customer service orientation combined with the ability to form long-term business relationships
- Exceptional communications skills and ability to formulate insights, opinions and solutions
- High attention to detail, excellent organization skills, strong analytical ability
- Excellent interpersonal skills and the ability to maintain a high standard of professionalism at all times
- Technical awareness and conceptual ability
- Can easily adapt to changing working environments and priorities, ability to multi-task
- Willingness to work a flexible schedule with intermittent travel
- Able to work independently and take initiative while at the same time being an effective team player within a cross-functional organization
- Advanced skills in Microsoft Office and Google tools

**To Apply:** Interested applicants please send a cover letter and resume to [careers@samlexamerica.com](mailto:careers@samlexamerica.com)  
Please use Subject Line: Samlex Account Manager.