



Account Manager

Department: Sales/Marketing

FLSA Status: Exempt

Grade/Level: 1

Work Schedule: Core hours as advised.

Flexible hours beyond core hours as needed
10% of weekends required

Job Status: Full Time

Reports To: VP of Finance

Amount of Travel Required: 10%

Positions Supervised: None

POSITION SUMMARY

Maximize Jøtul sales by working with Jøtul's dealers and distributors, Territory Sales Manager(s) and Jøtul's National Sales Manager.

ESSENTIAL FUNCTIONS

- Communicates with dealers/distributors regarding product availability, programs and pricing
- Works extremely close with the territory reps
- Reviews orders for accuracy and completion
- Entry of unit, accessory and parts orders into the system
- Process program credits in a timely manner.
- Understands and presents Jøtul Group promotions and programs to dealers with feedback from Territory Sales Managers
- Has authority to make customer good will decisions (i.e. return product, issuing credits, recommend to credit manager the adjustment of terms etc.)
- Assists the territory sales manager in their territory sales
- Communicates with shipping, planning, purchasing and finance to ensure the best buying experience for our customers
- Takes an active role in organizing the National Sales and dealer related meetings
- Fields customer calls and backs up other Account Managers when needed
- Resolves account and shipping issues
- Attends and contributes to the shipping/SPI meetings
- Reviews open order reports daily and communicate with customers about shipments
- Attends trade show, dealer sales, fairs, sales meetings and travel throughout assigned territory with the field sales representative
- Works with purchasing on inventory shortages/backlogs
- Trains customers on internet-based software (Crik-it)
- Sells additional units whenever the opportunity presents



Account Manager

- Maintains dealer's contact information in company systems
- Maintains a high level of knowledge on the Jøtul Group product lines
- Handles consumer calls on an as needed basis
- Works cooperatively with all co-workers and customers
- Participates in the Jøtul Idea System
- Practices "Lean" principles unique to position
- Adheres to all safety guidelines, and actively participates in required programs such as ergonomic evaluations and daily stretch breaks
- Meets Attendance expectations
- Is involved in company Kaizens as required
- Performs other duties as assigned

POSITION QUALIFICATIONS

Competency Statement(s)

- Accountability - Ability to accept responsibility and account for his/her actions.
- Adaptability - Ability to adapt to change in the workplace.
- Conflict Resolution - Ability to deal with others in an antagonistic situation.
- Friendly - Ability to exhibit a cheerful demeanor toward others.
- Judgment - The ability to formulate a sound decision using the available information.
- Patience - Ability to act calmly under stress and strain, and of not being hasty or impetuous.
- Relationship Building - Ability to effectively build relationships with customers and co-workers.
- Resilient - Ability to recover from, or adjust to, misfortune or setbacks.
- Tactful - Ability to show consideration for and maintain good relations with others.
- Working Under Pressure - Ability to complete assigned tasks under stressful situations.

Education

Associate's Degree (two year college or technical school)



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Experience

Six months to one year related experience. Hearth industry experience preferred.

SKILLS & ABILITIES

Computer Skills

Knowledge or strong competency to learn Inventory & Sales Software and Outlook Mail System.
Keyboard efficiency required.

PHYSICAL DEMANDS

Physical Abilities

		Lift /Carry	
Stand	O (Occasionally)	10 lbs or less	O (Occasionally)
Walk	O (Occasionally)	11-20 lbs	N (Not Applicable)
Sit	C (Constantly)	21-50 lbs	N (Not Applicable)
Handling / Fingering	C (Constantly)	51-100 lbs	N (Not Applicable)
Reach Outward	O (Occasionally)	Over 100 lbs	N (Not Applicable)
Reach Above Shoulder	O (Occasionally)		
Climb	N (Not Applicable)		
Crawl	N (Not Applicable)		
Squat or Kneel	N (Not Applicable)		
Bend	N (Not Applicable)		

Push / Pull

12 lbs or less	O (Occasionally)
13-25 lbs	N (Not Applicable)
26-40 lbs	N (Not Applicable)
41-100 lbs	N (Not Applicable)

N (Not Applicable)	Activity is not applicable to this occupation.
O (Occasionally)	Occupation requires this activity up to 33% of the time (0 - 2.5+ hrs/day)
F (Frequently)	Occupation requires this activity from 33% - 66% of the time (2.5 - 5.5+ hrs/day)
C (Constantly)	Occupation requires this activity more than 66% of the time (5.5+ hrs/day)

Other Physical Requirements

Vision (Near, Distance)
Sense of Sound (85 decibels)
Sense of Touch
Ability to wear Personal Protective Equipment (PPE) (Safety glasses, steel toe shoes)

WORK ENVIRONMENT

Office environment most of the time with occasional time in a warehouse/production environment



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Employee Signature: _____ Date: _____

Manager Signature: _____ Date: _____

The company has reviewed this job description to ensure that essential functions and basic duties have been included. It is not intended to be construed as an exhaustive list of all functions, responsibilities, skills and abilities. Additional functions and requirements may be assigned by supervisors as deemed appropriate.