



<b>Job Title:</b>	Account Manager I		
<b>Reports To:</b>	Varies	<b>Division/Company:</b>	Sales/Stark Equipment
<b>EEO Category:</b>	Sales workers	<b>FLSA:</b>	Exempt
<b>Position Type:</b>	Full Time	<b>Date (last revised):</b>	2/27/2024

#### Primary Purpose

The Account Manager (AM) is responsible to engage an assigned list of existing and prospective accounts seeking to learn how Stark Equipment can help align product and service offerings with current and future facility infrastructure upgrades. The AM will support projects and create opportunities through system design, bid, implementation and operation of new and existing equipment. Successful performance will be directly related to gross profit measurement & account management attainment benchmarks. The AM will work with their management team and their peers to focus efforts on sales strategies, opportunity pipeline, project design, project management, and growth achievements. The AM will be a strong technical resource and trusted advisor to their customers, manufacturing partners, and colleagues within their assigned territory.

#### Essential Responsibilities

##### ACCOUNT ACTIVITY

1. Actively engage and promote the core competencies of assigned Stark Equipment manufacturer/s to a list of existing and targeted prospective accounts. Maintain regular contact with existing accounts and keep them updated on new innovations and service strategies as applicable.
2. Achieve assigned revenue and profit targets set by Stark Equipment management in alignment with manufacturer partner's sales expectations.
3. Attract and build relationships with new accounts and manufacturers as assigned. Strengthen relationships with existing accounts and manufacturers. These accounts may include end user, engineer, contractor, distributor, reseller, and other account types. Manufacturers will be aligned to a specific segment of focus.
4. Manage account, project & opportunity activity in Salesforce CRM.
5. Maintain and expand knowledge base on manufacturer products and systems through continuous training to enhance skills and capabilities.

##### PROJECT ENGINEERING

6. Aggregate technical information to support design development related to project discovery, planning & budgeting. This may include field site survey support with documentation requirement gathering related to product selection and implementation scope creation.
7. Service accounts with product performance criteria, sizing calculations, technical data, product feature overviews, implementation requirements and delivery schedules.
8. Perform detailed reviews of project plan and specification documents to help produce accurate product configurations, implementation scopes and system bills of material for all assigned Stark Equipment products & services.
9. Consult on client specifications to align products with proper project design intent.
10. Responsible for engineered to order equipment selections and configuration accuracy in compliance with project specifications and requirements.



#### OPPORTUNITY SALES & PROJECT MANAGEMENT

11. Create Opportunity bill of material and scopes of work and submit based on account expectations
12. Submit quotes to accounts leveraging manufacturer selection software and equipment pricing configurators.
13. Create and/or assist with submittal generation and supporting documentation based upon bid and close out opportunity requirements.
14. Support product implementation via field technical assistance and project management through the installation of new equipment.
15. Assist as needed with creation and issuance of purchase orders to release configured equipment upon submittal approval and release acceptance via submission into manufacturer systems. Approve and execute all change orders. Coordinate RMAs, and warranty issues through proper documentation and engagement of service teams and manufacturers to assist with timely remedy of noted concerns.
16. Attend site visits to assess project progress and manage profitability estimates from project award through close out. Collaborate with Sales Coordinators to invoice and close out projects in accounting system of record in a timely manner.
17. Engage and Collaborate with Equipment & Manufacturer Service teams to startup, commission and perform owner defined acceptance testing of sold new equipment. This may include completion of service requests, project coordination meetings, equipment readiness inspections/field audits as well as commissioning and 3<sup>rd</sup> party field technical support.
18. Help process and track orders to ensure accuracy and timely delivery.
19. Perform other duties as assigned.

*To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. Reasonable accommodations may be made to enable qualified individuals with disabilities to perform the essential functions.*

#### Requirements

1. Must be authorized to work in US.
2. Travel required, 25- 50% (client/job sites, internal ST offices, trainings).
3. Must be able to pass pre-employment screenings.

#### Qualifications

1. Associate degree in Engineering required. Bachelor's degree preferred.
2. 0-5 years of industry experience required.
3. Technical background in Mechanical/HVAC and/or Electrical Power systems required.
4. Capability to mentor and foster a healthy team environment.
5. Ability to multi-task, work under pressure and meet deadlines required.
6. Must be able to deal with a large volume of work in a fast-paced, time-sensitive environment.
7. Ability to drive individual sales success.
8. In-depth knowledge of the market.
9. Strong account management capabilities.

#### Skills and Competencies

1. Action Oriented
2. Business Acumen
3. Customer Focus



4. Drive for Results
5. Functional/Technical Skills
6. Listening
7. Negotiating
8. Perseverance
9. Problem Solving
10. Time Management

#### **Working Environment**

This job operates in a professional office environment or remote home office location. This role routinely uses standard office equipment such as computers, phones, photocopiers, filing cabinets and fax machines. Periods of stress may occur.

#### **Physical Demands**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job.

1. **Sedentary work.** Exerting up to 10 pounds of force occasionally. Sedentary work involves sitting most of the time. Jobs are sedentary if walking and standing are required only occasionally and all other sedentary criteria are met.
2. While performing the responsibilities of the job, the employee is required to talk and hear. The employee is often required to sit, and use their hands and fingers, to handle, feel or keyboarding.
3. The work occasionally requires the employee to stand, walk, reach with arms and hands, and to kneel. Vision abilities required to perform this job include close vision.

#### **Other Duties**

Please note this job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee for this job. Duties, responsibilities, and activities may change at any time with or without notice.

#### **AAP/EEO Statement**

Stark Tech and its affiliated companies provides equal employment opportunities to all employees and applicants for employment and prohibits discrimination and harassment of any type without regard to race, color, religion, age, national origin, ancestry, ethnicity, gender, gender identity, gender expression, sexual orientation, marital status, veteran status, disability, genetic information, citizenship status, or membership in any other group protected by federal, state or local law. This policy applies to all terms and conditions of employment, including recruiting, hiring, placement, promotion, termination, layoff, recall, transfer, leaves of absence, compensation, and training.