



Position Description Account Specialist

The Account Specialist provides telephone sales and service support for key account customers served by A. E. Petsche Company.

The Account Specialist works with the Account Manager to implement sales strategies that wins customers for A. E. Petsche Company and develops ongoing relationships with key accounts. He/she is expected to work with the customer's organization to maintain long term relationships with the key account and serve as the customer support specialist along with other members of the A. E. Petsche Company team.

Educational Requirements

- Bachelor's Degree or equivalent experience

Highly Desired Skills

- Previous experience (3 - 5 years) in technical inside sales preferably in the aerospace, defense or electrical component/wiring industry.
- Possess business skills and knowledge in dealing with decision makers in both large and small companies.
- Candidate should be self-disciplined, a self-starter and possess above average written and oral communication, leadership, problem solving, planning and organizational skills.
- Candidate should have experience in managing/supporting contracts with technology companies and/or government agencies.
- Candidate must be computer literate and have the ability to use the Microsoft Office product suite including Word, Excel and Power Point.

Primary Roles and Responsibilities

- Markets A. E. Petsche Company's products and services to key accounts in the assigned markets.
- Provides telephone sales and sales support to key accounts.
- Develop and manage inside sales account plans/profiles for key accounts in association with the Account Manager.
- Create and develop customer sales proposals, pricing quotes and bid support.
- Supports key accounts by reviewing order status to maintain customer satisfaction.
- Attain and exceed forecast sales objectives for A. E. Petsche Company products and services.

- Identify, understand and analyze product sales applications, new product opportunities and innovative new sales ideas.

Required Competencies

- Sales Proficiency
 - Act with a sense of urgency to execute and implement strategies which positively impact sales and performance results.
 - Manage each customer interaction by clarifying the goals for the call, the agenda and the decisions needed and purposeful next steps.
 - Transform sales and service calls into results.
 - Breakdown organizational barriers to meet customer needs.
 - See tasks through to completion regardless of obstacles.
 - Know how and where to make trade-offs to achieve desired outcomes.
- Opportunity Generation Skills
 - Uncover A. E. Petsche Company opportunities in key accounts.
 - Develop a tele-sales strategy to identify target decision makers and plan calls to meet performance goals.
 - Use personal and professional networks to develop new customers within the wiring and connector industry.
 - Find ways to influence and tailor sales processes so as to more favorably position A. E. Petsche Company.
- Interpersonal Skills
 - Demonstrate excellent phone skills in working with customers that lead to high quality contacts in both sales and service.
 - Build appropriate rapport and establish constructive and effective relationships with employees, executives, peers and customers to meet business needs.
 - Develop and maintain high personal viability, credibility and trust.
 - Establish rapport with customer contacts and others involved in the wiring and connector industry.
 - Adapt personal style, work methods and individual capabilities to contribute to business goals.
- Partnering/Teamwork
 - Lead and collaborate with other members of the A. E. Petsche Company team in the execution of the business strategy.
 - Communicate timely and accurate information regarding developments in the selling/servicing process to other members of the team.
 - Communicate expected outcomes of telephone conversations and emails with key accounts to other team members.
- Business, Financial and Technical Expertise

- Excellent understanding of the wiring and connector industry and the challenges faced by the customer.
 - Ability to work with management to design, sell and implement complex wiring and connector solutions and interface these with A. E. Petsche Company capability.
 - Effectively discuss business and industry issues with key accounts and sales management.
 - Utilize customer, industry and market knowledge to develop call plans which meet customer and A. E. Petsche Company needs.
 - Understand customer's strategic direction, inventory plans and other key measurements.
- Project Management
 - Ability to orchestrate numerous activities and the efforts of several parties in driving the selling process from inception to implementation.
 - Facilitate communications among parties internal to A. E. Petsche Company, internal to the customer and between the customer and A. E. Petsche Company.
 - Ensure that all parties have the technical, legal and project information they need or want.