

Position: Account Representative
Company: PartnerShip, LLC
Location: Westlake, OH 44145

POSITION SUMMARY

The Account Representative's role is designed to provide exceptional service to existing customers and expand our customer base via phone calls and emails. This position generates and develops new business to meet specified goals; including but not limited to prospecting and cold calling, following up on leads, increasing our share of business within customers, and maintaining existing client relationships.

ESSENTIAL FUNCTIONS:

- Build, maintain and manage account relationships.
- Monitor customer shipping activity. If changes in activity occur, follow up with customer to determine and resolve any issues.
- Develop relationships with customers and provide support and solutions on issues that affect their business.
- Identify and contact current customers who have the potential to increase shipping activity and work with them to increase their business levels..
- Identify and contact potential customers, probe to uncover their needs and provide solutions.
- Provide support on incoming calls as needed from customer inquiries and help resolve customer service issues.
- Assist the customers in processing shipments, which may include quoting, scheduling pickups, invoice corrections, paperwork as needed, and carrier correspondence.
- Utilize our CRM database to manage tasks and your pipeline.
- Negotiate pricing contracts and/or terms within company perimeters.
- Act as the liaison between the customers and other internal PartnerShip departments and/or carriers to solve problems as needed.
- Communicate consistently with customers through, phone calls and emails to discuss opportunities, concerns or corrective actions required.
- Other duties as assigned.

KNOWLEDGE, SKILLS, TRAINING, EXPERIENCE:

Required

- High School Diploma or equivalent.
- One year of sales experience including cold calling.
- Proficiency with personal computers, including Word, Excel, and interactive services.
- Exceptional interpersonal communication skills (oral, written, and interpersonal skills).
- Ability to handle multiple tasks concurrently.
- Positive, detail-oriented and organized
- Ability to work in a team oriented environment.
- An assertive, creative individual with a good work ethic.
- Ability to maintain a positive and professional demeanor while speaking with customers.

Desired

- Bachelors' degree in related field
- Previous sales experience in the transportation industry.

COMPLEXITY OF DUTIES:

- Understand the operations and services of transportation companies and how their operations will impact our customers.

DECISION MAKING:

- Customer service issues

CONTACT WITH OTHERS:

- Interacts with all departments and senior management on a daily basis.
- Association members
- Strategic business partners (various levels: Account Representatives – Managers.)

SUPERVISION:

- None

This job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee. Nothing in this job description restricts management's right to assign or reassign duties and responsibilities to this job at any time.