

TITLE: Account Manager

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| Department: Account Management/Sales |
| Location: Texas |
| Reports to: Director of Account Management |

POSITION OVERVIEW: Responsible for exceeding the expectations of the existing Client base in assigned territory. Perform site surveys, generate proposals and prepare budgets. Deliver fanatical customer service from first contact through service maintenance process.

- Coordinate Client meetings with existing and prospective Clients.
- Conduct thorough site surveys in accordance with Company-wide standards.
- Seek additional business within Client opportunities.
- Prepare and present proposals.
- Maintain accurate sales forecast in CRM (Customer Relationship Management) software.
- Maintain accurate database of existing Clients in CRM.
- Make individual and group presentations on the FOCUS® Support Services Program.
- Conduct Life Safety inspections.
- Serve as liaison between Tech Systems Business Development Manager, Manager of Regional Services and Client.

QUALIFICATIONS AND SKILLS:

- Goal oriented and Results driven
- Possess a sense of urgency towards meeting and exceeding client and prospect expectations
- Excellent organizational skills, attention to detail, and ability to multi-task
- Team attitude
- Fanatical approach to customer service
- PC skills and software knowledge, particularly Word and Excel
- Must possess excellent oral and written communication skills
- College degree or equivalent experience
- Three years in sales or relevant position within security industry
- Strive to attain PSP and or CPP certifications.

TRAVEL REQUIRED:

- 25%, as necessary.