



LTC – National Account Manager

Department: Sales

Status: Non-Exempt

Job Status: Full-Time

Work Schedule: 8:00-5:30

Reports To: LTC Director

Travel: 10%

POSITION SUMMARY

The LTC National Account Manager is responsible for achieving maximum sales profitability, growth, and account penetration by effectively selling the company's products and/or related services.

They are also responsible for working with the sales and product development teams to develop competitive quotes to drive profitable growth. This position will be directly responsible for pricing implementation, generating competitive analyses and strengthening overall product margin.

ESSENTIAL FUNCTIONS

- Work with Sales Representatives to provide product and pricing quotations, bid responses and assist in the selling process to drive profitable growth.
- Establishes, develops and maintains business relationships with dormant and prospective customers to generate new business for the LTC Division.
- Inbound and outbound calls to existing and prospective customers.
- Develops clear and effective written proposals/quotations for current and prospective customers, emphasizing service or product features and benefits, discussing credit terms, quoting prices, and preparing sales order reports or forms.
- Expedites the resolution of customer problems and complaints, including late payments.
- Coordinates sales effort with marketing, sales management, accounting, logistics and technical service groups.
- Plans and organizes personal sales forecast and strategy to achieve annual objectives.
- Supplies management with oral and written reports on customer needs, problems, interests, competitive activities, and potential for new products and services.
- Continuing education on product applications, technical services, market conditions, competitive activities.
- Research and recommend product solutions
- Prepare customer facing quotes.
- Assist Sales Representatives with pre-sale projects or other aspects of the sales process.



POSITION QUALIFICATIONS

- **Adaptability:** The extent to which an individual can fit into a changing work environment.
- **Communication, Oral & Written:** The extent to which an individual communicates with clarity, actively engaging in conversations in order to clearly understand others' messages and intent, and received and processes feedback.
- **Customer Orientated:** The extent to which an individual desire to service both external and internal clients by focusing effort on meeting the client's needs, understanding their concerns, and seeking to build trust.
- **Detail Orientated:** The ability of the individual to pay attention to all aspects of a situation or task, no matter how small or seemingly unimportant.
- **Problem Solving:** The ability to recognize courses of action which can be taken to handle problems or potential problems and applying contingency plans to solve those problems.
- **Relationship Building:** The ability to establish and maintain a good rapport and cooperative relationship with customers and co-workers.
- **Sales Ability:** The ability to use appropriate interpersonal styles and communication methods to gain acceptance of a product, service, or idea from prospects or clients.
- **Self Motivated:** The ability to reach a goal or perform a task with little supervision or direction.

POSITION REQUIREMENTS

- Required Education:
 - Bachelor's Degree
- Required Experience:
 - Two to five years of sales, quoting/pricing, or purchasing experience.
- Computer Skills:
 - Must be proficient in the use of a PC, Microsoft Office (Word, Excel, PowerPoint, Access, Outlook) and eCRM systems
- Other Skills
 - Previous experience as a Sales Support Specialist is a plus.