



## CONNECTING PEOPLE WITH TECHNOLOGY



## POSITION DESCRIPTION

**Position Title:** Client Account Manager

**Department:** Sales

**Reporting to:** Vice President Sales

**Summary:** The Client Account Manager at Erb's is an entry-level sales position designed to assist and support our team of Account Executives. This individual will work closely with our Vendor partners on an as-needed basis so relationship building is a must. Pipeline reporting, customer database updates/maintenance and Vendor trainings as-needed play an integral role in this position. The Client Account Manager is also responsible for administering demand generation activities both internally and externally.

**Education:** Minimum two year degree required. Four year Bachelor's degree in business administration, marketing or equivalent experience preferred.

**Related Experience:** 1 year or more of sales and administration experience

**To be successful the Client Account Manager needs to possess the following skills:**

- Superior oral, written and interpersonal communication skills
- Exceptional organizational skills
- Extensive PC user experiences with Microsoft, Web & CRM products
- Extensive problem solving skills requiring originality and independent thinking
- The ability to coordinate closely and cooperate with other employees, customers and Vendors

**The Client Account Manager needs to demonstrate proficiency in the following activities:**

- Provide sales support to Account Executives
- Provide assistance in quote preparation, configuration, pricing, Vendor support, and customer service (i.e. order logistics and coordination)
- Provide telemarketing support for demand generation campaigns as required
- Provide logistical and general sales support to other company personnel such as service, management, and administrative personnel as needed
- Assist in assigned tasks such as Pipeline reporting, ECRM updates/maintenance, etc.
- Participate in Sales meetings, Company meetings, Vendor trainings, Internal trainings, etc.
- Prepare for and achieve assigned Vendor Sales Certifications as required
- Promote and facilitate the use of ChannelOnline Store site (e-commerce tool) by our customers and prospects for quotes, product descriptions and order placement

**Primary Focus Solutions:** Computer Networking, Desktops and Notebooks, Unified Communications

**Secondary Focus Solutions:** Managed Services, Output Solutions

**Assigned Accounts:** Provide secondary support for assigned accounts as needed.  
Provide primary support for inbound unassigned accounts.

**Compensation:** Competitive Base Salary, quarterly bonus opportunity