



---

## **Position Description**

---

**POSITION TITLE:** Account Manager

**REPORTS TO:** Sales Manager

**DEPARTMENT:** Sales and Marketing

---

**POSITION SUMMARY:** The Account Manager has direct sales responsibilities for the assigned branch selling Evergreen's complete service and solutions portfolio. The Account Manager will have the knowledge and skills required to market and sell to the refining, petrochemical and power markets. As an Account Manager, you are required to be a technically oriented, organized, highly motivated individual with strong communication skills and able to work in a team based environment. You will be responsible for maintaining & developing an existing client base, developing new opportunities and working with the Technical Sales Specialists to develop and close chemical & tank cleaning opportunities within your assigned accounts. Your ability to develop relationships with key decision makers and end users as well as make sales & technical presentations are essential ingredients for success.

## **DUTIES AND RESPONSIBILITIES:**

1. Responsible for maintaining and growing existing clients as well as to develop new opportunities to deliver Evergreen's industrial cleaning solutions in the assigned market.
2. Able to identify all commercial and technical issues of client base to develop industrial cleaning solutions.
3. Develop a strategy and execution plan that promotes growth of Evergreen's industrial cleaning solutions to achieve budgeted sales and profit objectives.
4. Develop and maintain an active business development calendar with customer appointments, presentations and relationship building activities.
5. Able to eliminate sales obstacles with creativity and adaptability.
6. Document activities and submit to management on a weekly basis.
7. Able to analyze market and deliver monthly and annual reports with trends & recommendations.
8. Able to communicate professionally in written responses to the functional and technical elements of RFIs/RFPs and emails to assure complete customer satisfaction through all stages of the sales process.
9. Able to survey project sites to identify project and logistical requirements to include in proposal development.
10. Collaborate with team mates on proposal and presentation development.
11. Prepare professional and comprehensive proposals for clients that includes scope of work to be performed, clarifications and pricing that satisfies the customer needs and eliminates company risk.
12. Provide timely & detailed job orders to convey customer requirements to the operations team for execution.
13. Provide field support to the operations team to insure the success of all industrial cleaning projects.
14. The ability to survey and analyze client needs & projects to initiate and sell continuous improvement opportunities.
15. Work with sales team to share best practices and collaborate to win new business opportunities.
16. Attend learning & trade show events focused on equipment, technology and process improvements for tank cleaning and waste minimization.
17. Resolves customer complaints by investigating problems, developing solutions, preparing reports and making recommendations to management.
18. Able to travel throughout assigned sales territory.

## **BUSINESS COMPETENCIES/MINIMUM REQUIREMENTS**

1. 5 + years' experience in sales.
2. Strong understanding of customer and market dynamics and requirements.
3. Willingness to travel
4. Good communication skills, written and oral.



**Evergreen Industrial Services, Inc.**

**Account Manager  
Position Description  
Page 2**

---

**LEADERSHIP COMPETENCIES**

1. Exceeds all activity standards for prospecting calls, appointments, presentations, proposals and closes.
2. Maintains contact with all clients in the market area to ensure high levels of client satisfaction.
3. Demonstrates ability to interact and cooperate with all company employees.

**PHYSICAL REQUIREMENTS**

1. Pass a drug test.
2. Physically capable of performing all duties and responsibilities assigned.

**QUALIFICATIONS:**

**Educational:** Bachelor's degree in Marketing or other related discipline preferred

**Work Experience:** 5 + years of experience in sales

**REQUIREMENTS FOR ADVANCEMENT:**

1. Available opening.
2. Recommendation by Executive Management