

Job Description

We are looking for a full-time **Account Manager** professional to help take our company to the next level. HVAC industry experience is a plus. As a small-medium sized business in the emerging energy efficiency and renewable energy space, our goal is to grow sales 30% per year and become a national leader. The ideal candidate will be able to strengthen relationships and provide support to existing customer base while maintaining a high level of service excellence.

The focus of this position is to serve our customers' needs as the primary business contact for quoting, scheduling, facilitating projects through general contractors, order management and general issue resolution. The goal is to grow our business profitably by providing our customers with great, responsive and friendly service. This position will report to the Customer Service Manager.

Essential Duties and Responsibilities:

- Ensure customer satisfaction and provide professional customer support
- Manage and support existing customers/accounts, establish price and scope for individual projects and national account programs, identifying special resource needs, monitor profitability, and introduce new concepts to operations.
- Proactively schedule and participate in face to face account meetings with top customer base. Includes tradeshows and customer events.
- Accurately forecast costs and sales for projects and track these over time to achieve budgeted sales and profitability goals.
- Ongoing review of National Accounts to ensure company and customer needs are met.
- Research and make recommendations for potential service enhancements or modifications to meet the ever-changing needs of the customer base.
- Review design plans, project specifications, and engineered submittals to ensure adherence to scope, budget, and customer expectations.
- Ensure project documents, scope, procedures, reports, and other information is available to all necessary personnel to maximize Melink's productivity and success on each project.
- Identify potential and resolve existing project issues quickly and thoroughly.
- Roughly 10-15% travel (sometimes over-night) is required
- Other job duties as assigned.



Submit Resume and Cover Letter to hr@melinkcorp.com

Qualifications:

- Associates degree or higher in related field preferred.
- Must have superior customer service skills (i.e. excellent written and verbal communication skills, high emotional intelligence, and a service leadership philosophy).
- Maintain a positive, helpful and friendly demeanor with customers and co-workers
- Mechanical/electrical aptitude and familiarity with HVAC systems are preferred
- Able to demonstrate a high level of integrity, and a penchant for high quality.
- Must possess a strong work ethic and a high level of self-accountability.
- Ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists.
- Experience with project estimating, forecasting, establishing budgets and operating within those budgets.
- Ability to write reports, business correspondence, and procedure manuals.
- Ability to effectively present information and respond to questions from managers, customers, and the general public.
- Proficient in Microsoft Word and Excel 2007.
- Experience with reading mechanical drawings and working within ERP systems (such as SAP) are desired.

Physical Demands

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this Job, the employee is regularly required to stand; walk and talk or hear. The employee must frequently lift and/or move up to 10 pounds. The travel required for this position is 10-15%.

Competencies

To perform the job successfully, an individual should demonstrate the following competencies:

- **Design** - Generates creative solutions; Demonstrates attention to detail.
- **Problem Solving** - Gathers and analyzes information skillfully.
- **Technical Skills** - Strives to continuously build knowledge and skills.
- **Customer Service** - Responds promptly to customer needs; Solicits customer feedback to improve service; Responds to requests for service and assistance.
- **Oral Communication** - Speaks clearly and persuasively in positive or negative situations; Listens and gets clarification; Demonstrates group presentation skills.
- **Planning/Organizing** - Prioritizes and plans work activities; Uses time efficiently; Plans for additional resources; Sets goals and objectives; Develops realistic action plans.
- **Dependability** - Follows instructions, responds to management direction; Keeps commitments.
- **Initiative** - Takes independent actions and calculated risks; Looks for and takes advantage of opportunities; Asks for and offers help when needed.
- **Innovation** - Displays original thinking and creativity; Meets challenges with resourcefulness; Generates suggestions for improving work; Develops innovative approaches and ideas; Presents ideas and information in a manner that gets others' attention.