Position: Account Manager
Department: Sales
Reports To: Regional Aftermarket Manager
Supervises: None
Job Group: Sales Workers
Exempt or Non-Exempt: Exempt

Job Description:

This individual will develop long-term partnerships with our customers to build solutions within an assigned territory while promoting all aspects of RDO Water in a professional manner.

At RDO Water, we make decisions thoughtfully, balancing the impact on each of our stakeholders, and enacting those decisions according to each of our core values. In this way, we find purpose in our work and pride in our purpose.

Specific Duties Include:

- Use company-provided systems/tools to fully document, track, record, follow-up and capture all related sales activity in a timely and accurate manner. Use of the system should contribute directly to the proposal process, winning the sale, volume, territory awareness, participation, and customer satisfaction.
- Maintain a manageable customer list, while focusing on selling the entire store (i.e., parts, service, and rental).
- Effectively understand and use manufacturers' programs and resources to attain acceptable market share levels.
- Develop a keen awareness of the competition and competitive products, as well as business and industry trends.
- Coordinate and/or conduct field presentations at customer work sites.
- Work in conjunction with Regional Sales Manager, Store Manager and the Purchasing department, responsible for follow-up and expediting orders.
- Accountable for timely follow up on each sale to ensure customer satisfaction.
- Have good communication with customers, management, and team members.
- Strong time management, organization, and territory planning skills due to the geographic size of the territory.
- Coordinate and/or communicate with customers and applicable departments to ensure timely delivery.
- Follow all safety rules and regulations while performing work assignments and adhere to all policies and procedures as specified in company manuals and as directed in the employee handbook.
- Conduct self in the presence of customers and community so as to present a professional image of RDO Water.
- Proactively seek and participate in available company-sponsored training, in an effort to develop and advance knowledge base and skill set.

- Participate in all company/location driven communication efforts, including open book meetings, huddles, department meetings and other related efforts.
- Maintain a positive and professional working relationship with peers, management, and support resources, with a constant commitment to teamwork and exemplary customer service.
- Perform all other duties as assigned by management in a professional and efficient manner.

Job Requirements:

- The ideal candidate will possess prior sales experience and/or relevant sales training.
- This position requires approximately 25% travel, including periodic overnight travel.
- The candidate should have a basic knowledge of agronomy, irrigation, and fertigation practices.
- The candidate must demonstrate a strong understanding of local market conditions and customer needs.
- Professional certifications such as Certified Irrigation Designer (CID), Pest Control Advisor (PCA), and/or Certified Crop Advisor (CCA) are preferred.
- The candidate must possess strong communication and interpersonal skills and be able to build effective working relationships with customers and colleagues.
- The candidate must demonstrate excellent customer service skills and a commitment to providing exceptional support to customers.
- The candidate must possess strong computer skills and be proficient in using business-related software applications.
- Candidates must have valid work authorization and be able to work in the U.S. without company sponsorship.

Essential Job Functions:

Activity Hours Per Day	**Never** 0 Hours	**Occasionally** Up to 3 hours per day	**Frequently** 3-6 hours per day	**Constantly** 6-8+ hours
Sitting				X
Walking		X		
Standing			X	
Bending (neck)		X		
Bending (waist)		X		
Squatting		X		
Climbing		X		
Kneeling		X		
Crawling		X		
Twisting (neck)		X		
Twisting (waist)		X		
Hand Use: Dominant Hand Right___ Left___			X	
Is repetitive use of hand required?			X	

Simple Grasping			X	
Power Grasping	X			
Fine Manipulation			X	
Pushing/Pulling		X		
Reaching (above shoulder level)		X		
Reaching (below shoulder level)		X		
Lifting:				
0-10 lbs.				X
11-25 lbs.		X		
26-50 lbs.		X		
51-75 lbs.	X			
76-100 lbs.	X			
Carrying:				
0-10 lbs.				X
11-25 lbs.		X		
26-50 lbs.		X		
51-75 lbs.	X			
76-100 lbs.	X			
Driving cars, trucks, forklifts, other equipment			X	