



**Position:** Transactional Account Manager (Inside Sales Professional)

**Department:** Sales

**Reports To:** Sales Manager/Regional Sales Manager/General Manager

**Supervises:** N/A

**Job Group:** Sales Worker

**Exempt or Non-Exempt:** Non-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 Equipment Co. in a professional manner.

At RDO Equipment Co., we make decisions thoughtfully, balancing the impact on each of our stakeholders, and enact 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:**

- Drive revenue growth by selling equipment, solutions, and services to non-assigned customers and supporting overall branch performance.
- Proactively generate new business through outbound calls, lead follow-up, and customer engagement.
- Use company CRM tools (i.e., S2) to document sales activity, manage pipelines, and track opportunities accurately.
- Serve as a primary customer contact in-store and via phone, identifying needs and recommending appropriate equipment and solutions.
- Prepare and process quotes, orders, and/or contracts in accordance with company policies and pricing guidelines.
- Partner with outside sales professionals to support account growth and ensure a seamless customer experience.
- Maintain strong knowledge of manufacturer programs, competitive products, and market trends.
- Coordinate equipment availability, delivery, and pickup with internal teams to meet customer timelines.
- Maintain awareness of inventory levels and support efficient branch operations.
- Educate customers on proper equipment selection, operation, and safety considerations.
- Coordinate and/or conduct equipment demonstrations and support sales activities in the field as needed.
- Maintain knowledge of used equipment values and evaluate trade-in opportunities.
- Ensure timely follow-up on all sales opportunities to drive customer satisfaction and retention.

- 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 to present a professional image of RDO Equipment Co.
- Proactively seek and participate in available company-sponsored training, 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:**

- Prior sales experience and/or training.
- Strong understanding of local market conditions.
- Strong communication, interpersonal skills, and relationship-building skills
- Excellent customer service skills.
- Proficiency with computer systems and CRM tools.
- Self-motivated with a strong sense of urgency and ownership of results.
- Strong attention to detail and accuracy.
- Ability to multitask, prioritize, and perform effectively in a fast-paced, team environment.
- Candidates must have valid work authorization and be able to work in the U.S. without company sponsorship.

**Essential Job Functions:**

<b>Activity</b>	<b>Never</b>	<b>Occasionally</b>	<b>Frequently</b>	<b>Constantly</b>
Hours Per Day	0 Hours	Up to 3 hours per day	3-6 hours per day	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		
<b>Lifting:</b>				
0-10 lbs.				X
11-25 lbs.		X		
26-50 lbs.		X		
51-75 lbs.	X			
76-100 lbs.	X			
<b>Carrying:</b>				
0-10 lbs.				X
11-25 lbs.		X		
26-50 lbs.		X		
51-75 lbs.				
76-100 lbs.	X			
Driving cars, trucks, forklifts, other equipment?	X		X	