

CAPITAL

Position Title: Account Manager

Supervisor: Sales Manager

Status: Exempt

Position Summary: Represents Capital Lumber Company's business interests as defined by the Mission Statement, particularly in efforts to develop and maintain its existing and prospective customer base as trading partners. Works to satisfy the needs of the customer by means of information, products, problem solving and services available through Capital.

Essential Functions:

- Sell/market Company products and services using all communications methods provided and within the parameters set by the Company
- Quote and negotiate product prices on behalf of the Company to customers, using independent judgment and discretion based on knowledge of current market conditions and other factors
- Receive customer questions, concerns and complaints and exercise judgment and discretion to resolve them on behalf of the Company
- Collect and disperse information relevant to the customer's and company's needs and use that information to provide superior customer service
- Continually analyze customer base and manage according to the best return on time invested
- Actively participate in strategic planning and annual budgeting by account
- Complete training courses, classes and seminars as assigned
- Maintain on-going product knowledge meetings for your customers
- Perform product maintenance through cycle counts as necessary for specialty item inventory
- Perform other work related duties as assigned by your supervisor and be flexible and adaptable to changes that will occur during the course of employment

Education, Experience and Skills Required:

- Minimum of an associates degree from an accredited academic institution or commensurate industry experience
- Knowledge of the industry, the Company and the products and services provided
- Strong math, accounting, interpersonal and English language communication skills
- A basic knowledge of computer systems