



Job Description Pro QC International North America

Job title	<i>Account Manager</i>
Reports to	<i>Regional Director</i>
Location	<i>Rancho Cucamonga</i>

Job purpose

This position exists to serve the needs of Pro QC's clients. As an Account Manager, individuals will develop and manage inquiries and existing client accounts in the respective region.

Duties and responsibilities

- Processes inquiries received from various sources
- Conducts new client orientation sessions and works with offices to setup requirements
- Regularly contacts clients to assess needs and make solutions recommendations - Ensures high levels of customer satisfaction through excellent service
- Coordinates and conducts client meetings/presentations, as necessary
- Regularly follows up with inactive clients
- Monitors and follows up with past-due accounts
- Updates the internal client database related to all communications and actions
- Participates in Pro QC's social media engagement
- Represents Pro QC at industry trade events, as required
- Attends team meetings and provides applicable feedback/metrics
- Coordinates with various Pro QC offices related to service inquiries
- Works with the regional team to assist with generating new ideas for increasing revenues and meeting organizational goals/objectives

Qualifications

- College degree, or completion of applicable program
- Specialized knowledge and/or experience in the quality industry and/or manufacturing
- Previous experience with B2B account management
- Technically proficient using MS Office
- Proficiency in English
- Ability to travel, as necessary
- Ability to deliver a professional presentation to executive level attendees

Physical requirements

N/A

Direct reports

N/A

Approved by:	
Date approved:	
Reviewed:	

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