**Job Title:** Account Manager

**Employment Type:** Full Time

**Job Category:** Sales

**Reports to:** VP, Sales

**Location:** Houston, TX

**Company Description:** Southwest Heater and Control is an innovative and growth-oriented thermal component distribution company dedicated to providing quality thermal solutions that enable customers to maintain optimal operations. We pride ourselves on fostering a collaborative environment where creativity and initiative are encouraged. As we continue to expand our reach, we are seeking a highly skilled Account Manager to join our team.

**Job Description:** As an Account Manager you will be responsible for managing and nurturing relationships with existing clients, as well as identifying and closing new business opportunities. The ideal candidate will have a proven track record of exceeding sales targets, excellent communication and negotiation skills, and a strong customer-centric mindset.

**Responsibilities:**

1. **Client Relationship Management:**
   * Develop and maintain strong relationships with existing customers.
   * Serve as the primary point of contact for customer inquiries, issues, and escalations.
   * Understand customers business needs and objectives, and proactively identify opportunities to add value and enhance the client experience.
   * Conduct regular check-ins and account reviews to ensure client satisfaction and identify areas for improvement.
2. **New Business Development:**
   * Identify and prospect for new business opportunities within assigned territory.
   * Conduct thorough research to understand potential clients' business challenges, pain points, and goals.
   * Develop tailored solutions and proposals to address clients' needs and position our products/services as the best solution.
   * Lead the entire sales cycle from prospecting and lead generation to negotiation and closing.
3. **Sales Performance:**
   * Meet and exceed sales targets and performance metrics, including revenue goals, new customer acquisition targets, and sales activity quotas.
   * Effectively manage sales pipelines and opportunities in CRM software, ensuring accurate forecasting and reporting.
   * Continuously seek opportunities to upsell and cross-sell additional products/services to existing clients.
4. **Collaboration and Communication:**
   * Work closely with internal teams, including marketing and customer support, to align strategies and ensure a seamless client experience.
   * Communicate client feedback, market insights, and competitive intelligence to relevant stakeholders to inform product development and go-to-market strategies.
   * Collaborate with sales leadership to develop sales strategies, tactics, and processes to drive growth and achieve organizational objectives.
5. **Professional Development:**
   * Stay informed about industry trends, best practices, and competitor offerings to maintain a competitive edge in the market.
   * Participate in training sessions, workshops, and other professional development activities to enhance sales skills and product knowledge.

**Qualifications:**

* **Education:** Bachelor’s degree in business administration, Marketing, or related field.
* **Experience:** Proven track record of success in B2B sales, with a minimum of 2 years of experience in account management or sales.
* **Strong business acumen**: Understanding of sales principles and techniques.
* **Tech-Savvy:** Proficiency in CRM software and other sales tools; ability to adapt to new technologies quickly.
* **Communication Skills:** Excellent communication, presentation, and negotiation skills.
* **Self-Motivated:** Highly motivated and driven by results, with a proactive approach to prospecting and lead generation.
* **Experience** in industrial distribution is a plus.
* **Travel** up to 40%.

**Benefits:**

* Competitive salary and commission structure.
* Comprehensive benefits package, including health insurance, retirement savings plan, and paid time off.
* Opportunities for professional development and career advancement.
* Dynamic and collaborative work environment with a focus on innovation and excellence.