



## Our Company

SUPERIORITY OF PRODUCT, SERVICES, PEOPLE, AND "THE PRICELESS INGREDIENT".

Spanning over nine decades, Hugh M. Cunningham Companies has personified a sales agency for building products: mechanical, light industrial, waterworks, fire protection, turf, irrigation, HVAC, waterwell, agriculture and plumbing products. HMC represents the best manufacturers in the SouthCentral United States: Arkansas, Louisiana, Mississippi, New Mexico, Oklahoma and Texas. Our founder, Hugh M. Cunningham, Sr. was responsible for establishing one of the first manufacturers' representative agencies west of the Mississippi, as well as numerous innovations that directly impacted the way manufacturers' representatives operate today. HMC employs over 130 people focused on one overriding goal: marketing, selling, and servicing our vendors, to our customers, in our territory.

**Job Title:** Account Manager

**Area of Interest:** Plumbing and Mechanical

**Location:** Houston Area

### Job Purpose:

This is an important and exciting role responsible for growing our customer and manufacturer base, generating revenue, and building meaningful working partnerships. Our Account Managers work closely with our Inside Sales team to provide the world-class customer service and value for which the Hugh M. Cunningham Companies are known.

### Job Duties and Responsibilities:

- Serve as a knowledgeable research partner and provide expertise to prospective and existing customers
- Prepare action/**SALES PLANS** and schedules to identify specific targets
- **SCHEDULE APPOINTMENTS** and visit existing customers to review product needs and determine other opportunities
- Display or **DEMONSTRATE PRODUCTS**, using samples or catalogs, and emphasize saleable features
- Build and **MAINTIAN** strong, long-lasting customer relationships.
- Coordinate and **COMMUNICATE** effectively with Customer Service Department
- **COLLABORATE** with internal departments to facilitate customers' needs.
- **COMPILE** lists of prospective customers for use as sales leads.
- Travel throughout assigned territory to **DEVELOP** new business from existing customers and actively seek new sales opportunities from prospective customers.
- Display or **DEMONSTRATE PRODUCTS**, using samples or catalogs, and emphasize saleable features
- Identify and **RESOLVE** customer concerns.
- **PARTICIPATE** in marketing events such as seminars and trade shows.
- Work with inside sales representatives to keep **ACCOUNT** activities and literature up to date
- Handle cancellations or changes in sales order and **COMMUNICATE** the changes with the related departments
- **FOLLOW-UP** on orders from Distribution and/ or Manufacturer, ensuring the delivery commitment to customers is met
- Investigate and **RESOLVE** customer problems
- Provide follow - up to ensure **CUSTOMER SATISFACTION Skills/Qualifications:**
- Ability to learn the products, policies, procedures, and pricing for each manufacturer assigned
- Exceptional verbal and written communication skills
- Highly proficient computer skills including Microsoft Office Suite
- Excellent telephone sales personality skills
- Decision-making, problem resolution and creative thinking skills



**Job Duties and Responsibilities (continued):**

- Excellent organizational and time management skills with the ability to multi-task
- Closing Skills
- Motivation for Sales
- Able to balance team and individual responsibilities
- Great follow-up skills

**Education and Experience:**

Bachelor's degree in sales or marketing related field and/or 3 to 5 years' related experience. Outside sales experience in related industry, preferred not required. Proficiency with Microsoft Office (Word, Excel, PowerPoint). Proficient in the use of technology (computer/ tablet). Familiar with mobile applications.

Job Type: Full-time