

Senior Account Manager POSITION DESCRIPTION

POSITION: Senior Account Manager

REPORTS TO: Area Vice President

SUPERVISES: N/A

DATE PREPARED: Revised March 2007

NATURE AND SCOPE

The Senior Account Manager represents Caltrol, Inc. and our principals to customers who have requirements for process control equipment and services offered by Caltrol.

The Senior Account Manager will generally be assigned to specific, key customers. He or she will be responsible for growing our business by understanding the customer's business issues and creating solutions utilizing products and services offered by Caltrol.

The Senior Account Manager must be a customer relationship manager, a partner whose understanding of and relationship with a designated customers' businesses can help increase the amount, speed, and certainty of profits generated by that customer's business. The Senior Account Manager must not only be intimately familiar with the customer's business and needs, but must also understand the value of Caltrol's offerings, how offerings can be applied for Key Performance Indicator (KPI) and profit improvement, and finally how to communicate that value effectively.

The Senior Account Manager must be able to manage the account planning process and lead and coordinate a team of product sales experts, consultants and services sales personnel to focus on issues critical to their customer's success.

The Senior Account Manager must be able to use our products, services and solutions to build and maintain strong relationships with higher levels in the account as well as orchestrate relationship building by others to establish the strongest possible bonds of trust and interdependency with the our organization as a whole.

The Senior Account Manager is ultimately responsible for the business results from the account and those serving it.

As a senior member of the sales staff, the Senior Account Manager may be called upon to train, participate in planning and assist management as required.

PRIMARY DUTIES

- Accepts account responsibility for all activities at the account, including sales forecasts and gross profit forecasts.
- Determines and understands the customer's key business issues, key performance indicators and key business needs.
- Creates solutions utilizing products and services offered by Caltrol to address the customer's business issues and needs.
- Assists Inside support staff with preparation of quotations, sourcing equipment and closing orders, as necessary. If required, the Account Manager may help expedite delivery of equipment, vendor data, and payment.
- Provides engineering support to customers and make recommendations on product selection and applications for our products.
- Assists other team members to achieve team/company sales and profit goals.
- Provides timely input on sales forecasts to management, in addition to account profiles, competitive information and market conditions.
- Maintains and updates Account Plans. Participates in Account Plan review sessions with management.
- Maintains and updates sales calls activities as required by Sales Management.
- Maintains current Project tracking tools and participates in a monthly Project review session with management.
- Interacts with principles to ensure that their requirements, as well as Caltrol, Inc.'s are satisfied.
- Assists inside sales support staff with quotation follow-up and insures that any quotation log activities are current.
- Other duties as required.

REQUIREMENTS

- 8-10 years of experience as an Account Manager, in outside sales or comparable work experience.
- Strong Customer Service skills.
- Ability to interact with customers and develop process improvements

- Verbal and written skills to effectively communicate.
- Team attitude and willingness to coordinate projects internally.
- Proficient with Microsoft software applications.
- Ability to handle special assignments and schedule demanding workload requirements to meet customer deadlines.

QUALIFICATIONS DESIRED

- Four-year Engineering degree preferred.
- Strategic Account Management skills
- Background in process control preferred.
- In-depth knowledge of Caltrol's product lines and services, including Valves, Valve Automation and Control System Products.
- Good basic business skills and business understanding.

TRAITS

- Organized.
- Analytical.
- Detail oriented.
- Efficient.
- Takes initiative.
- Flexible

TRAINING REQUIREMENTS

The following technical and sales training courses, or their equivalent, are required for a Senior Account Manager to be fully competent in this position. The expectation is that if this or equivalent training has not been completed, this training will be required but may take several years to complete.

- Control Valve Engineering I

- Control Valve Engineering II
- Gas Control Conference
- Severe Service School
- AMS/Valvelink
- Power School
- Baumann School
- Solutions Selling Concepts
- Asset Optimization Training
- Valve Automation Training
- Leadership Training

Caltrol employees have a responsibility to participate in our Quality Management System (QMS). In order to achieve our objectives of continually improving our business processes and customer satisfaction, each employee shall be familiar with their job description, competency requirements, areas of responsibilities, as well as relevant company policies and procedures.

Your employment with Caltrol, Inc. is an at-will relationship and accordingly, may be terminated by you or us at any time with or without notice. Caltrol, Inc. reserves the right to change or revise responsibilities described in this job description without notice whenever the Company determines that such action is warranted.

This is to acknowledge that I have received a copy of this job description and understand that it contains important information on the Senior Account Manager position and on my responsibilities and requirements as an employee.

Employee's Name

Date

Employee's Signature