

## Job Summary Overview

To serve as the primary business contact for assigned Dahlgren Duck accounts and be responsible for overall client satisfaction. Consistently provide excellent customer service to assigned accounts, as well as represent client needs and goals within the organization to ensure client expectations are met. In addition, build and maintain relationships with clients to encourage new and repeat business.

## General Information

- Title - Account Manager
- Location - Dahlgren Duck Showroom – 1617 Hi Line Dr., Dallas TX 75207
- Reports to - Account Executive, Business Development VP, COO

## Tasks

- Responsible for all client communications, conflict resolution, and compliance on client deliverables and revenue.
- Reviews all major deliverables (i.e. client PO's, orders, invoices etc.) to ensure quality standards and client expectations are met.
- Ensures that client issues are dealt with in an efficient manner, informing the Account Executive of any problems that may arise.
- Responsible for updating client pricing with product price changes sent from purchasing to insure minimum client margin is met.
- Approves client orders and invoices, and is responsible for assisting with payment collections.
- Works closely with the fulfillment team in order to maintain a continuous knowledge of client status in order to identify potential issues and/or opportunities with or related to the client.
- Ensures that all processes and procedures are completed, quality standards are met, and that projects are profitable.
- Aware and in pursuit of opportunities for account growth and new business, involving the Account Executive.
- Communicates the client's goals and represent the client's interests to the sales team and fulfillment team.
- Provides regular two-way communication between the client and fulfillment team, to provide strong team representation and set proper internal and external expectations.
- Understanding of company capabilities and service, and effectively communicates all offerings to the client.
- Reports to the Account Executive, providing regular input on all account activity, including status and call reports on a weekly basis.

## Skills

- Proficient in MS Office
- Technical competence (understand software, hardware, networks, etc)
- Excellent written and oral communication skills
- Ability to multi-task
- Superior time-management skills
- Extremely detail oriented
- High level of initiative and work well in a team environment
- Plans and carries out responsibilities with minimal direction
- Handles stressful situations and deadline pressures well
- Motivated, goal oriented, and persistent
- Punctual

## **Experience**

- Minimum 1-3 years of Account management experience
- Proven Account Management skills required in order to create, maintain and enhance customer relationships
- Undergraduate degree

## **Work Conditions**

- Work hours – 9am – 6pm Monday thru Friday
- Travel requirements – weekday travel up to six times a year

## **Compensation**

- Pay range - \$34,000-\$42,000
- Benefits -
- Bonuses and any other incentives - TBD

## **Company Description**

**Dahlgren Duck & Associates** (DDA) founded in 1983 in Dallas, Texas is a leading *Special Markets* distributor of operating supplies and equipment (OS&E) for projects ranging from mixed use resort and hotel developments to restaurants, country clubs and private jet aviation. DDA offers turn-key solutions for clients worldwide resulting in clients' time conservation, dependable delivery and value pricing. Their professional expertise includes product research, alternatives for budget, design, and quality parameters, procurement, inventory management, and domestic and international shipping. "One-stop-shopping" with DDA provides clients' time saving convenience with online ordering and account management.

### **\*\*Disclaimers**

*This job description may be changed to include new responsibilities and tasks or change existing ones as management deems necessary.*