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| **Position: Account Manager** | Created: 02/03/2021 | Revised: 03/03/2021 |
| Supervisor: CEO |  | Approved: R Guilford |

**About Applewood Seed Company**

Applewood Seed Company, an employee-owned company, is a leading wildflower and garden flower seed producer, and a wholesaler of native grass and herb seed. Servicing wholesale, commercial, government, and seed industry accounts, we carry high quality, open-pollinated seeds, offering single species and seed mixes for a variety of geographic regions and special applications. We place considerable focus on a culture where employees are free to perform to their fullest potential in an open and friendly environment.

**Primary Role/ Responsibility**

Account manager responsibilities include developing long-term relationships with a portfolio of customers, connecting with key business executives and stakeholders. Account Managers liaise between customers and cross-functional internal teams to ensure the timely and successful delivery of our solutions according to customer needs. Manage and grow preferred customer accounts. Identify, develop, and foster new customers accounts. Attendance at domestic and international trade shows is a key aspect of this position to maintain these relationships and identify new opportunities with existing customers or new prospects.

**Essential Duties and Responsibilities**

* Be the trusted advisor to customers and build long-term relationships with customer’s key personnel.
* Responsible for keeping current customers satisfied and delivering exceptional customer service on a day-to-day basis.
* Monitor and analyze customer's usage of our products.
* Responsible for working with the Sales team to onboard and integrate new customers and develop existing customer relationships.
* Assist customers through email, phone, online presentations, screen-share and in person meetings.
* Work in a collaborative environment and foster strong working relationship with team members.
* Ensure the timely and successful delivery of our solutions according to customer needs and objectives.
* Clearly communicate the progress of initiatives to internal stakeholders.
* Forecast and track key account metrics.
* Update job knowledge by participating in educational opportunities; reading professional publications; maintaining professional networks; participating in professional organizations.
* Enhance department and organization's reputation by accepting ownership for accomplishing new and different requests; exploring opportunities to add value to job accomplishments.

**Knowledge/Skills/Abilities**

* Demonstrated ability to communicate, present and influence credibility and effectively at all levels of the organization.
* Experience in delivering customer-focused solutions based on customer needs.
* Excellent listening, negotiation, and presentation skills.
* Excellent verbal and written communications skills.
* Self-motivated and able to thrive in a results-driven environment.
* Natural relationship builder with integrity, reliability, and maturity.
* Ability to prioritize among competing tasks.
* Critical thinking and problem-solving skills.
* Excellent time and project management skills.
* Keen attention to detail and adherence to deadlines

**Direct Reports**

* None

**Education**

* Bachelor’s degree in business/horticulture or related fields

**Experience**

* 2-5 years of seed, agriculture, horticulture experience or related field
* 2-3 years sales/account management experience

**Physical Demands/Office Environment**

* Ability to lift up to 50 pounds.
* Use of standard office equipment (phone, computer, printer)
* Ability to move throughout building including stairs.
* Travel both domestic and international required.

**FLSA Category**

* Hourly/non-exempt

**Working at Applewood**

Applewood Seed Company promotes a healthy lifestyle within and outside the workplace. Employees enjoy the following benefits:

* Competitive compensation
* Eligible for participation in the profit-sharing bonus program
* Excellent benefit package including medical, dental, vision, life insurance, short-term disability, long-term disability, safe-harbor 401(k) plan, and ESOP.
* Ability to purchase voluntary life/dependent life.
* Vacation, Paid Time Off (sick) and ten paid holidays annually
* Tuition Reimbursement

*We are proud to be an EEO employer.*