



## Account Manager

**Department:** Sales/Marketing

**FLSA Status:** Exempt

**Grade/Level:** 1

**Work Schedule:** Core hours as advised.

Flexible hours beyond core hours as needed  
10% of weekends required

**Job Status:** Full Time

**Reports To:** National Sales Manager

**Amount of Travel Required:** 10%

**Positions Supervised:** None

### POSITION SUMMARY

Maximize Jøtul sales by working with Jøtul's dealers and distributors, Territory Manager(s) and Jøtul's National Sales Manager.

### ESSENTIAL FUNCTIONS

- Communicates with dealers/distributors regarding product availability, programs, and pricing.
- Works extremely close with the Territory Managers
- Reviews orders for accuracy and completion
- Entry of unit, accessory, and parts orders into the system
- Process program credits in a timely manner.
- Understands and presents Jøtul Group promotions and programs to dealers with feedback from Territory Managers.
- Has authority to make customer goodwill decisions (i.e. return product, issuing credits, recommend to credit manager the adjustment of terms etc.)
- Assists the Territory Manager in their territory sales.
- Communicates with shipping, planning, purchasing and finance to ensure the best buying experience for our customers.
- Takes an active role in organizing the National Sales and National Dealer meetings.
- Fields customer calls and backs up other Account Managers when needed.
- Resolves account and shipping issues.
- Attends and contributes to the shipping and production planning (SPI) meetings as well as the morning production huddle
- Reviews open order reports daily and communicate with customers about shipments.
- Attends trade show, dealer sales, fairs, sales meetings and travel throughout assigned



## Account Manager

territory on an as needed basis with the field sales representative.

- Works with purchasing on inventory shortages/backlogs
- Trains customers on internet-based software (Crik-it or other)
- Sells additional units whenever the opportunity presents.
- Maintains dealer's contact information in company systems.
- Maintains a high level of knowledge on the Jøtul Group product lines
- Handles consumer calls on an as needed basis
- Works cooperatively with all co-workers and customers
- Participates in the Jøtul Idea System
- Practices "Lean"/Continuous Improvement principles unique to position
- Adheres to all safety guidelines, and actively participates in required programs such as ergonomic evaluations and daily stretch breaks.
- Meets Attendance expectations
- Is involved in company "Kaizens" (Continuous Improvement group activities) as required
- Performs other duties as assigned

### **POSITION QUALIFICATIONS**

#### **Competency Statement(s)**

- Accountability - Ability to accept responsibility and account for his/her actions.
- Adaptability - Ability to adapt to change in the workplace.
- Conflict Resolution - Ability to deal with others in an antagonistic situation.
- Friendly - Ability to exhibit a cheerful demeanor toward others.
- Judgment - The ability to formulate a sound decision using the available information.
- Patience - Ability to act calmly under stress and strain, and of not being hasty or impetuous.
- Relationship Building - Ability to effectively build relationships with customers and co-workers.
- Resilient - Ability to recover from, or adjust to, misfortune or setbacks.
- Tactful - Ability to show consideration for and maintain good relations with others.
- Working Under Pressure - Ability to complete assigned tasks in stressful situations.

#### **Education**

Associate degree (two-year college or technical school)



## Account Manager

### Experience

- Account management experience required.
- Hearth industry retail or wholesale experience preferred.

### SKILLS & ABILITIES

- Excellent communication skills, both written and verbal
- Proficient with Microsoft Office, and previous experience with an Inventory & Sales Software a must.
- Excellent keyboard skills.

### PHYSICAL DEMANDS

Physical Abilities		Lift /Carry	
Stand	O (Occasionally)	10 lbs or less	O (Occasionally)
Walk	O (Occasionally)	11-20 lbs	N (Not Applicable)
Sit	C (Constantly)	21-50 lbs	N (Not Applicable)
Handling / Fingering	C (Constantly)	51-100 lbs	N (Not Applicable)
Reach Outward	O (Occasionally)	Over 100 lbs	N (Not Applicable)
Reach Above Shoulder	O (Occasionally)		
Climb	N (Not Applicable)		
Crawl	N (Not Applicable)		
Squat or Kneel	N (Not Applicable)		
Bend	N (Not Applicable)		
<b>Push / Pull</b>			
12 lbs or less	O (Occasionally)		
13-25 lbs	N (Not Applicable)		
26-40 lbs	N (Not Applicable)		
41-100 lbs	N (Not Applicable)		

**N (Not Applicable)** Activity is not applicable to this occupation.

**O (Occasionally)** Occupation requires this activity up to 33% of the time (0 - 2.5+ hrs/day)

**F (Frequently)** Occupation requires this activity from 33% - 66% of the time (2.5 - 5.5+ hrs/day)

**C (Constantly)** Occupation requires this activity more than 66% of the time (5.5+ hrs/day)

### Other Physical Requirements

Vision (Near, Distance)

Sense of Sound (85 decibels)

Sense of Touch

Ability to wear Personal Protective Equipment (PPE) (Safety glasses, steel toe shoes)

### WORK ENVIRONMENT



## Account Manager

Office environment most of the time with occasional time in a warehouse/production environment

Employee Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Manager Signature: \_\_\_\_\_ Date: \_\_\_\_\_

The company has reviewed this job description to ensure that essential functions and basic duties have been included. It is not intended to be construed as an exhaustive list of all functions, responsibilities, skills, and abilities. Additional functions and requirements may be assigned by supervisors as deemed appropriate.