

Position Title

Account Representative

Date Prepared

September 22, 1997

Department

Sales/Customer Service

Location

Brainerd

Reports to: Executive Vice President Sales/Marketing**I Position Purpose**

- Sells company's printing services.
- Develops new accounts and maintains existing accounts.
- To be the focal point between the customer and manufacturing to ensure that each job is produced efficiently and to the customers specifications while achieving desired profit margins.

II Budget Dimensions

- Ensure customer alts/up charges any variance from estimates are documented and communicated to customers at order entry.
- Ensure all billing is completed in a fair and consistent manner within 24 hours from receipt of cost sheet.
- Ensure that desired profit margin is attained on all accounts.

III Primary Functions Duties and Responsibilities**Sales:**

- Sell Company capabilities to new and established customers. Act as service representative to customers. Accountable for maintaining and expanding annual profitable sales to assigned customers.
- Identifies needs of customers and potential customers regarding printed materials. Educates himself/herself in all phases of customer's business.
- Maintains customer relations and customer satisfaction.
- Accurately reports use of time, expenses and reasons why quotations did not become live jobs.
- Assists the customer in planning jobs by offering creative ideas on design, layout and binding.
- Obtains accurate customer deadline dates and advises production whenever copy or proofs will be delayed, or when deadlines must be changed.
- Assesses customer's plans regarding future print projects, future budgets, and internal office automation or in-house marketing plans, and updates supervisor of this information.
- Develops additional contacts at each account to assure continuity and/or sales growth.
- Develop new account and contact all assigned leads, maintain call records (turn in weekly to Executive V.P.), maintain expense account records, and customer information database.
- Inform Executive V.P. of any credit concerns with existing or potential customers.
- Attends scheduled sales and/or customer service meetings and participates in training.
- Obtain pre-approval for all sales calls and/or travel expenses.
- All other duties as assigned.

Quality:

- Learn and understand all aspects of estimating and production.
- Work in a quality oriented manner that promotes a positive example.
- Ensures all finished products meet or exceed the Customer's quality expectations.

Job Planning:

- Receives job from Sales Rep or Customer. Compares actual job against estimate and discusses any variances with estimating & communicates any up-charges to the Customers.
- Takes job specs from Sales Reps or Customers, logs in request for estimate ensuring that all information is communicated, then communicates estimate to Sales Rep or Customer.
- Plans the job & checks the availability of paper.
- Finalizes scheduling with Scheduler.
- Compares actual job with estimate. Verifies any changes.

Job Tracking:

- Serves both Sales Reps and Customers as primary contact and source of information on particular jobs.
- Initiates job jacket and job ticket.
- Tracks job through production and communicates any problems and changes to plant personnel, Sales Reps, and Customers.
- Inspects proofs and sends to Customer.
- Sets up press check with Customer if needed.
- Sends proper materials back to Customer.

Administration:

- Maintains all job documentation and tracking according to the standard procedures set by department manager.
- Keeps accurate records on all estimates so both Company and Customer are protected, should questions arise later.
- Prepares and supplies all billing information to Accounts Receivable or billing clerk.
- Document all changes, alts, revisions, etc. for future reference, referral or billing.

Policy:

- Performs projects and assignments as requested by Exec.V.P.and/or CSR/Estimating Manager.
- Understand and support all established Company policies.
- Conduct and present yourself in a professional manner.
- Performs other duties as requested.

IV Communication

External Contacts

- * Customers
- * Vendors

Nature or Purpose

- * Job Specifications
- * Scheduling & Availability

Internal Contacts

- * Executive Vice President
- * CSR/Estimating Manager
- * Peers
- * Scheduler
- * Purchasing
- * Manufacturing Supervisors
- * Accounting
- * Manufacturing Employees

Nature or Purpose

- * Direction, Feedback, Information Exchange
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- * Communication & Support
- * Job Tracking, Delivery Dates
- * Material Availability
- * Color checks, Job Specs, Quality Issues, Scheduling
- * Credit Checks, Billing Issues
- * Job Specifications

V Problem Solving

- Ensure proper specifications & information is provided
- Provide guidance on quality
- Provide support for fellow employees
- Accurately detail issues to Executive V.P. and/or CSR/Estimating Mgr. for resolution.

VI Education and Experience

- Four years in the trade or college degree
- Possesses understanding of printing process
- Good communication skills
- Good interpersonal skills
- Leadership tendencies
- Excellent trouble shooting skills
- Computer experience preferred

VII Travel/Physical Exertion

- Travel as required.

VIII Other Information

- Detail Orientated
- Strong Analytical & Organizational Skills
- Able to Work Independently
- Self-Motivated

Employee Signature: _____ **Date:** _____