

### **What will you do?**

The primary responsibility of the Jr. Account Manager is to ensure client satisfaction by working with other team members and advocating for the client within the organization. The Jr. Account Manager builds long-lasting, mutually beneficial relationships with their contacts, always striving to identify opportunities to generate more revenue for the client and Precision Plus.

### **Using your keen attention to detail, collaborative mindset, and top-notch account management/client services skills, you will:**

1. Communicate with clients via phone, video conferencing or in-person to establish, build, and maintain strong relationships with clients
2. Respond to client requests regarding contract manufacturing; collaborate with internal team members to generate client quotes and order details
3. Ensure client orders are entered accurately within the ERP system in a timely fashion
4. Assist in the development and execution of specific market and/or key account plans
5. Provide clients with requested information and important updates regarding order processing and order status
6. Resolve issues by working with the client and internal departments to meet delivery requirements
7. Lead and/or participate in process improvement projects to enhance quality, cost, productivity, and/or client satisfaction
8. Communicate with leaders regarding industry trends and competitive threats and opportunities
9. Maintain data and records within CRM and ERP
10. Attend industry and technical shows/conferences as needed
11. Perform all other duties or tasks as assigned

### **What is the “PLUS” you will bring to us...**

1. Prior account management or high-level client service experience in a manufacturing environment strongly preferred
2. Bachelor's degree in business, engineering, or technical degree preferred
3. Ability to communicate effectively verbally and in writing with internal and external partners; must use good judgment when working with clients and fellow team members
4. Ability to influence, negotiate, develop relationships; effectively and professionally work with clients; demonstrate effective decision making and problem-solving skills with a drive for results
5. Ability to efficiently and proficiently utilize databases, Microsoft product suite, CRM and ERP system
6. Strong math skills including ability to work with fractions, decimals, and other units of measure as well as addition, subtraction, multiplication, addition, percentages, and some geometric formulas
7. Ability to utilize simple measuring devices including but not limited to ruler and tape measure
8. Ability to successfully read engineering CAD drawings
9. Proven ability to multi-task and maintain high volume workload with the ability to plan and organize daily workload to ensure timely completion of tasks
10. A positive attitude and exceptional aptitude for growing your skills
11. A collaborative mindset that focuses on teamwork
12. Detail orientation with the ability to accurately follow work instructions
13. Travel less than 10%

### **Core Competencies – Precision Plus Four Pillars: Innovation, Empowerment, Integrity and Respect**

1. *Respect for the Individual and Ideas* – Appreciation for all employees and clients, as well as their ideas and concepts.
2. *Ethical and Honest Behavior* – Act honestly in the best interest of the company and its clients; display integrity in all dealings with coworkers and clients.
3. *Client Focus* – Quality and Excellent Client service is everyone's responsibility.
4. *Professionalism and Teamwork* – Establish positive, professional and collaborative relationships.
5. *Prompt Responses* – Communicate efficiently within the establishment and with clients to foster a results-oriented culture.
6. *Safety and Quality* – Apply best practices in safety and production to cultivate a safe work environment that produces the highest quality product.