

**Territory State:** Massachusetts (Exclusive the Boston Metro Area)

**Territory Region:** Boston Metro Area including *Boston, Cambridge, Charlestown, Lexington, Longwood, Medford, Watertown.*

**Job Description for Outside Account Managers:**

**Outside Account Manager (OAM):** For every account included in the designated territory, the OAM serves as the primary point of contact. Maintaining current accounts while finding and pursuing new potential accounts within the territory is the goal of this role, which aims to increase territory sales.

The OAM is expected to:

- Have a minimum of 5 years' Sales Experience REQUIRED to be considered for this position. Territory contains several high-level, long-standing Customers that require a professional approach to account management.
- Surpass the sales of the previous year and show annual territory growth.
- Daily communication with customers via email, phone, LinkedIn & Virtual Meetings (Zoom/Teams).
- Ability to manage a schedule effectively while traveling, which can include spending time away from home. Frequent travel to see customers (5 Days a week).
- Provide customers with current literature and promotion information.
- Provide product demonstrations.
- Provide New Lab Startup (NLSU) assistance.
- The capacity to handle client concerns and settle complaints.
- Assist customers with general questions pertaining to account set up, terms, discounts, order status, tracking information, backorder information, lead times, quote assistance, technical questions, technical setup/installations (if qualified), technical rough draft drawings as needed (if qualified).
- Understanding of the market, competitors, and how to develop sales strategies.
- Work with distributor representatives and vendors as needed.

- Communicate and work with internal departments such as Customer Service, Quotations, Technical and Accounting and the Inside sales Team.
- Attend Chemistry and Bioprocess shows as well as present at tabletop shows and local events.
- Identify and suggest possible new products that Chemglass should look into manufacturing or distributing.
- Research prospect accounts within the territory and email or connect with the appropriate people within the organization.
- Pickup/Handle Repairs as needed.
- Be familiar with our wide range of products in order to be able to assist customers with ordering the necessary items needed for their labs/projects. Must utilize our technical department as needed.
- Track and follow up on quotations that are \$2K or more in order to fill out the monthly quote report.
- Submit a weekly call report providing details of various projects and visits from that week. This email also includes expected visits for the following week.
- Attend sales meetings via Zoom when needed as well as the annual sales meeting in New Jersey for training.
- Following up or checking in for customers that are displaying delinquencies or possible places on “credit hold.”