

## SALES ACCOUNT MANAGER

Do you want to be a part of an innovative team and bring in new business? Do you enjoy prospecting and finding new business to create own your sales portfolio while increasing your salary? Do you want to be a part of a growing regional company that has been in business for over 44 years? If so, this may be the role and the company for you!

Here at Encore, we empower you to make decisions and seek out the information necessary to provide exceptional service to our internal and external customers. Forty-four years in business and still strong, we offer stability and growth opportunities within the organization and a regional presence.

Bottles when and where you need them anywhere in the world - we are your source for anything packaging!

As a Sales Account Manager, you will be working out of your home office traveling throughout Northern CA and the Pacific Northwest region to secure sales and build relationships with our customers.

### **What you will be doing/The Role:**

- Grow new business year over year
- Following up with clients on all new orders to make sure they were very satisfied with the end result, and taking appropriate action if they were not satisfied.
- Continuing to build the trust and relationship with clients so they have no reason to leave when competitors call on them.
- Tracking orders from production, logistics, repacks and deliveries to insure it arrives when the client requests it.
- Retrieving information from clients and potential clients about the competition to find out what they are doing, what we could be doing better, what areas they are doing poorly in, etc.
- Thinking “outside the box” when issues arise and a solution needs to be found in order to make problems seamless to the customer. Finding ways to turn a ‘no’ into a ‘yes’
- Building trust with new and current clients by continuing to do what you have told them you would do and exceeding all expectations they may have had of you and your company.
- Work closely with and follow up with the Customer Service on updates and future orders for the client. Making sure the Customer Service is aware of all details of the account so they can communicate with accurate and complete knowledge/information.
- Presenting new ways to reduce costs in order to grow their brand(s) in the marketplace.
- Communicating all complaints from customers to all departments that the topic pertains to and following through on a corrective action plan to present to the customer.
- Requesting quality checks/audits when an issue has been brought up.
- Obtain and provide forecasts with detailed bottling schedule information from customers and to be aware when packaging changes may change.
- Know the financial situation/stability of an existing account or a new/prospect account and providing as much background info to each pertaining department. Be the point person to assure Encore gets paid on time.
- Responsible for providing samples and packaging information to customers to help them decide what overall package(s) they will use.

### **Why Encore?**

- We care about our employees – you are our biggest asset – we celebrate your milestones and success! From our service hero award, to Employee of the Month, and fun winter and summer activities!

- We are committed to employee development and growth – when you succeed we succeed!
- We offer a competitive base salary and benefits package with a generous 401k matching program.
- We have been around for over 40 years and continue to have exciting opportunities on the horizon.

**MINIMUM REQUIREMENTS:**

- A minimum of 5-10 years of repeat industrial, relationship sales in the wine industry.
- Current outside sales as a wine bottle salesperson
- Self-motivated and able to work independently.
- Be a team player and understand the benefits of the team.
- Excellent written and verbal communication skills.
- A valid CA driver's license and be willing to drive over 3000 miles per month.
- Must always be presentable / professional in overall appearance when in the field/office
- To be able to work after hours and on weekends when necessary.
- Superior organizational and problem-solving skills
- Superior communication and writing skills
- Excellent computer skills

Encore Glass is an equal opportunity employer. For more information, please visit our website at [www.encoreglass.com](http://www.encoreglass.com).

If you are interested in joining the Encore family, please reply to this ad and include your cover letter, resume and salary requirements.