

Brenny Transportation Inc.

Position: Logistics Customer Service Account Manager – (starting level will depend on experience) Level _____

Position Summary: The Customer Service Account Manager reports to the Team Lead & General Manager. The Customer Service Account Manager is responsible for the following:

- 50% of the work week the Customer Service Account Manager will be responsible for prospecting, qualifying, securing & closing the deal with new customers (hunting).
- 50% of the work week will include phone calls, PR visits and relationship building with current customers (farming).
- 50% of work week will be spent working on outside sales.
- 50% of work week will be spent working on inside sales.

Hours: This is a salaried position, working the company hours of operation which are: 7am-430pm Monday-Thursday, 7am-4pm Friday. Some over night travel will be required; this could be up to 2 nights per month.

Position Expectations (may include but not limited to):

1. Accountable for providing GRAND CHAMPION Customer Service to all Customers including pricing, current loads & delivery information
2. Actively pursue and secure new accounts by prospecting and Champion calling (Brenny's word for cold calling).
*Focusing on Brenny's target market customers which ship truckload shipments in and out of 100 mile radius of St. Joseph, MN. Most leads provided by Brenny, Account Manager must be on the look out for new leads on all occasions.
3. In person sales visits to new and existing customers, on occasion carrier visits.
*A minimum of 5 in person Champion visits per week.
*A minimum of 10 in person visits to existing customers and or carriers per week.
4. Calling new & prospect customers weekly to solicit freight and check on available lanes to quote. *A minimum of 20 telephone Champion calls per week.
5. Build professional relationships & grow revenue with new and existing customers.
6. Training, teaching and guiding Customer Coordinator on Grand Champion Customer Service expectations as well as Brenny culture, team commitment & mission, vision, values.
7. Work closely with Customer Service Coordinator in order to provide Grand Champion Customer Service to ALL Customers. Champion communication with Customer Service Coordinator. Meeting via phone or in person daily to discuss goal setting and revenue strategies.
8. Understand and sell WBE & DBE certifications.
9. Work closely with Business Service Department securing credit information on current and new Customers.
10. Maintain and keep track of customer historical sales records in provided software program.
11. Resolve customer concerns, develop solutions, and make recommendations to team lead and management.
12. Submit activity and results reports, such as daily call reports, weekly work plans, and monthly and annual sales analyses.
13. Must be able to conduct sales presentations to individuals as well as groups (keep contents current and up to date).
14. Work closely with Purchasing / Supplies to determine sales material / packets & promotional item needs.
15. Set up, attend and host trade shows (2 per year for the area)
16. Ability to attend events after hours. Occasionally be gone over night, this could be up to two nights per month, more overnight travel at Account Managers own discretion– company car or mileage reimbursement will be supplied.
17. Maintain professional and technical knowledge by attending company meetings, educational classes, networking events, chamber events, seminars and reviewing industry related publications.
18. Must be a self accountable individual driven to deliver RESULTS!
19. Each Customer Service Account Manager team member will work towards achieving and maintaining company goals, monthly goals to be discussed with your Team Lead.
20. Other duties as directed by Team Leads, Manager, & Owners.

Expected Results in the first 6 months of employment:

- Secure a minimum of 10 loads from new or dormant customers
- Increase profits of a minimum of 10 assigned current customers.
- At 6 mos new expectations and goals will be set accordingly

Required knowledge, skills and abilities:

- *Ability to sell Brenny value and a service over price!!!
- *Motivated every day to get out of bed and sell Brenny!!
- *Intense desire for increasing revenue & meeting revenue goals
- *College degree or 2-4 years work experience, sales training helpful
- *Above average communication skills
- *Unconditional commitment to Brenny's Mission, Vision, Values
- *Prospecting skills *Presentation skills *Closing skills
- *An understanding of the transportation/logistics industry, or desire to learn
- *Self motivated, self confidence & innovative – able to work with little supervision
- *Confident self image, you will make what your self image allows you to make \$\$
- *Able to multi task and prioritize task at hand
- *Great listener, Good talker, fearless – or the ability to do it afraid!
- *Must be patient and persistent, it typically takes 50+ calls to close one sale, able to use rejection as a motivator.
- *Must be comfortable dealing with high level leaders/managers of various clients
- *Excellent Customer Service, phone skills, & data entry – computer skills
- *Ability to work in a fast paced environment, with a smile on your face!
- *A Grand Champion Attitude and Honest Character will guarantee your success at Brenny!

I have read and can fulfill the requirements of this job as stated in this job description, please sign and date.

Position offered to: _____ Start date of: _____

Offered by: _____ on date of: _____

Offer accepted by: _____ on date of: _____