

**RSR GROUP, INC.
JOB DESCRIPTION**

POSITION TITLE: Strategic Accounts Service Professional

TITLE OF IMMEDIATE SUPERVISOR: Strategic Accounts Manager

DATE SUBMITTED: September 2021

POSITION SUMMARY:

The Strategic Accounts Service Professional is responsible for acquiring, developing and expanding relationships with strategically important customer accounts as determined by management. This individual is responsible for seeking out new strategic accounts, setting up appointments, presenting RSR's capabilities and generating new business and profit for the company. This individual will analyze sales performance, develop strategies to improve sales and gross profit, and ensure compliance with all vendor programs.

REGULAR DUTIES AND RESPONSIBILITIES:

Solicit new strategic accounts and familiarize them with RSR Group and program requirements. Send information on new accounts so they can be established in RSR Group's computer system and work with the strategic accounts team in developing procedures to service the account based on account requirements.

Determine customers' needs for our product by communicating with the customer and researching the customer's business and prepare recommended product assortments.

Support customer relationships with strategic accounts maximizing revenue and profitability.

Establish, build and manage customer relationships with strategic accounts by providing excellent customer service.

Collect, maintain and log all required credentials and documents as required by vendor programs.

Process orders ensuring they accurately reflect the customers' requirements.

Work with management to establish profit goals for each market segment.

Comply with RSR Group's sales policies and procedures.

Analyze, document and communicate sales activities and sales trends to management.

Work with the Strategic Accounts Manager on the development and implementation of a sales and marketing plan.

Coordinate with the Purchasing Department once orders are confirmed and place special orders for merchandise that is not available in inventory. Review and request priority allocation specific to each customer.

Stay up-to-date and knowledgeable about the products RSR Group sells and the vendors we represent.

Attend sales training meetings as necessary.

Assist the Credit Department in collecting overdue accounts while preserving good customer relations.

Promote a positive and motivating work environment.

Travel to customer events, meetings, promotions and trade shows.

EMPLOYEES SURPERVISED: None

QUALIFICATIONS:

The Strategic Accounts Service Professional must possess strong sales, negotiation and customer service skills. This individual must be able to communicate effectively with customers and co-workers, both verbally and in writing. This position requires the ability to present to large and small groups professionally and effectively. The position requires strong attention to detail and follow-up skills. The ability to handle multiple tasks is necessary. Proficiency in Microsoft Word, Excel, PowerPoint and Outlook are required. This position will require travel.

PHYSICAL DEMANDS:

While performing the duties of this job the employee is regularly required to sit; use hands to finger, handle, or feel; reach with hands and arms and talk or hear. The employee is frequently required to stand; walk and stoop. The employee is occasionally required to lift up to 25 pounds. The vision requirements include: close vision and ability to adjust focus. The physical demands of this job are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

DUTIES AND RESPONSIBILITIES MAY BE ADDED, DELETED, OR CHANGED AT ANY TIME AT THE DISCRETION OF THE MANAGEMENT, FORMALLY OR INFORMALLY, EITHER VERBALLY OR IN WRITING.