



JOB DESCRIPTION

# Dealer Account Manager

<b>Dealer Account Manager</b>	
Department:	Sales
Reports to:	Manager of Customer Success
FLSA Status:	Exempt
Job Grade:	
Last Revised:	February 2025

## **POSITION SUMMARY:**

Responsible for driving revenue growth by assisting in the execution of the strategic sales plan, collaborating on existing business opportunities, and actively identifying and closing new revenue-generating opportunities. The Dealer Account Manager is accountable for developing strong relationships with dealer clients, upselling additional products and services, and maximizing the overall revenue potential within their assigned accounts..

## **ESSENTIAL JOB FUNCTIONS:**

- Responsible for achieving or exceeding assigned revenue quotas through effective sales strategies and execution.
- Responsible for identifying, closing, and executing dealership upsells or transitions to becoming their own vendor across all products.
- Responsible for overall customer satisfaction and retention for high value dealer groups.
- Build customer loyalty by checking with current dealer groups on a scheduled basis to make sure they're consistently using our suite of products.
- Accountable for minimizing customer churn within the assigned book of business by driving retention strategies and ensuring customer satisfaction.
- Illustrate product knowledge through all communication avenues and demonstrations to promote company products with new or existing dealers.
- Work closely with other members of sales team on strategic initiatives regarding new dealers or nonactive dealer clients.
- Stay current with technical enhancements to advocate for upcoming product launches and updates to our current clients.
- Collaborate with all departments to advocate customer needs and concerns, having the ability to troubleshoot as needed.
- Record all client information using a CRM database to maintain history of transactions and notes to build client profile.
- Review all major deliverables to ensure quality standards and expectations are met.
- May attend as a vendor at tradeshows, industry events and participate in other networking circuits.

## **OTHER JOB RESPONSIBILITIES:**

- Promote and maintain positive relationships.
- Build strong, trusting, cross-departmental relationships.
- Travel will be required as needed to pitch and close business with a focus on driving revenue growth.
- Other miscellaneous duties as assigned.

**SUPERVISORY RESPONSIBILITIES:**

- None

**COMPETENCIES:**

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|---|--|--|
| <ul style="list-style-type: none"><li>○ Communicativeness</li><li>○ Sales</li><li>○ Time Management</li></ul> | <ul style="list-style-type: none"><li>○ Resilience</li><li>○ Initiative/Drive</li><li>○ Follow Through</li></ul> | <ul style="list-style-type: none"><li>○ Customer Orientation</li></ul> |
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**ROLE QUALIFICATIONS:****Education Requirements**

- Requires an Associate Degree from an accredited college or university with a major emphasis in Management or Sales; Bachelor's degree preferred.

**Experience Requirements\***

- A minimum of three (3) years in a professional role including sales, marketing, and account management
- \*Will consider other acceptable equivalent combination of experience and training

**Other Skills and Abilities**

- Work in fast-paced environment, sometimes making quick decisions.
- Ability to exercise sound judgment and resolve problems.
- Strong understanding of customer needs and requirements.
- High command of verbal and written communications.
- Ability to work with a large number of people and handle a variety of tasks.
- Ability to maintain confidentiality.

**WORKING CONDITIONS:**

The physical environment requires the associate to work primarily inside, in temperature-controlled conditions.

**EOE/ADA**

Authenticom Group of Companies Group of Companies is an Equal Opportunity Employer. In compliance with the Americans with Disabilities Act, Authenticom Group of Companies Group of Companies will provide reasonable accommodations to qualified individuals with disabilities and encourages both prospective and current associates to discuss potential accommodations with the employer.

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## **Acknowledgement**

This position description describes the general nature and level of work performed by associate assigned to this position and should not be interpreted as all-inclusive. It does not state or imply that these are the only duties and responsibilities assigned to the position. Associate may be required to perform other job-related duties.

This position description does not constitute an employment agreement between Authenticom Group of Companies Group of Companies and associate and is subject to change as the requirements of the position change.

I acknowledge that this job description is neither an employment contract nor a legal document.

I have received, read, and understand the expectations for the successful performance of this job.

**Signed By:**

**Date:**

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