



Title: Sales Account Manager

Location: New York, NY

Job Description (Essential Job Functions):

- Regularly contact new and existing customers to discuss their needs, and to explain how these needs could be met by specific products and services;
- Customarily and regularly engage in outside sales activities, including but not limited to obtaining orders and/or contracts for services and/or use of the company facilities, while away from the employer's place(s) of business, including away from a home office if applicable;
- Accurately and quickly answer any and all customer(s) questions, relating to our products, services, prices, availability, credit terms, and any other matters inquired about by the customer(s);
- If and when required/requested, provide quote prices, credit terms, bid specifications and/or any other similarly related information;
- Emphasize product features, based on an analyses of the customers' needs and on your technical knowledge of the product's capabilities and limitations;
- Negotiate prices, terms of sales, and/or service agreements;
- Maintain accurate customer records, using the automated systems provided;
- Continuously identify new prospective customers, by using business directories, following leads from existing clients, participating in organizations and clubs, and attending seminars and conferences;
- Prepare sales contracts for orders obtained, submit orders for processing, and assist in the collection of any and all outstanding account receivables (A/R), by contacting the customers directly;
- Select the correct products and/or assist customers in making product selections, based on the customers' needs, product specifications, applicable regulations, specifications and/or applications;
- Collaborate with colleagues and exchange information with same, including but not limited to selling strategies and marketing information;
- Prepare accurate and self-explanatory sales presentations and proposals, for purposes of presenting and explaining our products to customers;
- Efficiently demonstrate and explain the operation and use of our products to customers;
- Provide customers with ongoing efficient and professional technical support;
- Inform customers in a timely manner of estimated delivery schedules, service contracts, warranties, or other information pertaining to purchased products;
- Attend sales meetings, seminars, and read industry/service related publications in order to obtain information about market conditions, business trends, and industry developments;
- Regularly visit customer establishments to evaluate their needs and/or to promote our products and services;
- Regularly complete expense reports, sales reports, and any other required paperwork;
- Initiate sales campaigns and follow established marketing plan guidelines, in order to meet established sales and production expectations;
- Regularly recommend ways for customers to alter their product usage, in order to improve their

production; and

- Complete all product and development trainings, as required and/or determined by management.
- Performs any and all other assigned and/or related tasks and duties, as determined by KDDI America in its sole discretion.

Required Qualifications/Skills:

- **Communication Skills:** Must possess the ability to express yourself clearly and logically both orally and in writing, and to communicate professionally and effectively with a wide range of individuals;
- **Persuasion:** Must possess the ability to deliberately influence others to change their minds, attitude, opinion, or behavior;
- **Active Listening:** Must be able to: a) give full attention to what other people are saying, b) take the time to understand the points being made by others, c) ask questions as appropriate, and d) not interrupt at inappropriate times;
- **Social Perceptiveness:** Must possess the skill of being aware of others' reactions and understanding why they react as they do, by picking up information from physical appearance, verbal, and nonverbal communication;
- **Reading Comprehension:** Must possess the ability to understand contractual terms and conditions, pertaining to work and sales related documents, including but not limited to quotes, bids, service orders, service agreements;
- **Negotiation Skills:** Must possess the ability to get people to settle and reconcile their differences, by compromise or agreement while avoiding arguments and disputes;
- **Service Oriented:** Must always and actively look for ways to support those that require support, including but not limited to co-workers and customers;
- **Critical Thinking:** Must possess the ability to use logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions or approaches to problems;
- **Active Learning:** Must understand the implications of new information for purposes of both current and future problem-solving and decision-making;
- **Coordination:** Must possess the ability to adjust your actions in relation to others' actions, Including the ability to bring the different elements of a complex activity or organization into a relationship that will ensure efficiency and/or harmony;
- **Complex Problem Solving:** Must possess the ability to identify complex problems and review related information to develop and evaluate options and implement solutions;
- **Judgment and Decision Making:** Must possess the ability to consider the relative costs and benefits of potential actions to choose the most appropriate one;
- **Japanese Writing:** Must possess the ability to communicate effectively in Japanese, via written communication. (Primary language: Japanese);
- **Time Management:** Must possess the ability to manage your own time and that of others;
- **Sales and Marketing:** Must possess the ability and knowledge required for showing, promoting, and selling products and services, including but not limited to marketing strategy and tactics, product demonstration, sales techniques, and sales control systems;
- **Customer and Personal Service:** Must possess the ability and knowledge of principles and processes for providing customers with personal services, . including but not limited to assessment of the customer's needs, meeting quality standards for services, and evaluation of customer satisfaction;
- **Technical Knowledge:** Must possess extensive knowledge of network infrastructures and system integration services;

- Software Applications: Must be experienced in the use of all Office Suite Software (e.g. Word, Excel, PowerPoint);
- Groupware Applications: Must be experienced in the use of Groupware apps (e.g. Google Apps);
- Language Requirements: English Business Level, and Japanese Native Level;
- Licenses Required: Must possess a valid drivers' license, with no current and/or prior DUI/DWIs. Ability to travel to customer or company facility by car or air