

## **Inside Account Manager**

### **POSITION SUMMARY**

The Inside Account Manager (IAM) will be responsible to grow assigned accounts, create new customers, and meet or exceed annual sales quotas at the appropriate gross margin while increasing customer satisfaction. The IAM presents a professional image at all times to customers and is articulate over the phone gain the business. The IAM is responsible for managing the sales performance of accounts, ensuring ongoing and consistent telephone, e-mail, and newsletter communication. This position will proactively call on prospects and customers to sell products and services, as well as take inbound orders from customers or prospect calls. The IAM sells the entire product offering of the company and its' suppliers to the account base. The IAM is expected to maintain good customer relationships with clients and liaison with the customer on various matters including: credit worthiness, needs assessment, order fulfillment, delivery, and invoicing. The IAM is responsible for internally coordinating and expediting all customer related initiatives.

**REPORTS TO:** Sales Manager

### **RESPONSIBILITIES**

- Generate new and repeat sales by responding to customer inquiries, providing technical/product information, and recommending tailored solutions.
- Build and maintain strong client relationships by understanding customer needs and delivering value-driven product recommendations.
- Drive revenue growth through proactive account management, cross-selling, up-selling, and solution-based selling strategies.
- Prepare accurate quotes, proposals, and pricing while ensuring compliance with company standards and customer profitability goals.
- Manage the full sales cycle — from order processing and fulfillment to post-sale follow-up — ensuring timely delivery and customer satisfaction.
- Monitor market trends and competitive activity to identify new business opportunities and support strategic decision-making.
- Maintain accurate CRM data and collaborate with internal teams to resolve quality, delivery, and credit issues efficiently.
- Other duties as assigned

### **AUTHORITY**

- Negotiate on behalf of and engage the company in contracts to manufacture and print envelopes as requested
- Select quoting opportunities within policy guidelines
- Prepare customer prices within quote model guidelines
- Recommend customer and sales targets

**NOTE:** This job description in no ways states or implies that these are the only responsibilities of this position. The employee will be required to accept additional responsibilities as deemed appropriate by the Manager.

## COMPETENCIES

- Skilled in pricing, proposals, and competitive positioning
- Strong customer engagement and listening skills
- Solution-oriented and proactive in meeting client needs
- Effective communicator on calls and presentations
- Collaborative with internal teams and partners
- Tech-savvy and adaptable to modern sales tools
- Ethical, reliable, and consistently high-performing
- Strong time management and responsiveness
- Committed to continuous learning and professional growth

## REQUIREMENTS

- Minimum 2 years of B2B sales experience; inside sales or related industry experience preferred
- Working knowledge of printing and/or converting processes
- Proven success applying effective sales strategies and achieving growth targets
- Strong communication, listening, negotiation, and phone skills with a professional demeanor
- Proficient in business software and data management with strong attention to detail
- Skilled in managing multiple priorities, adapting to change, and handling challenging customers with diplomacy
- Solid math aptitude, including basic algebra and business calculations

## COMPENSATION:

- Base Annual Salary: \$50,000 – 65,000 + Commission + Incentives
- Vacation: 2 weeks annually vacation
- Benefits: Health, Dental, Life, Disability, Pension, Employee Profit Sharing Program
- Any alumni or recent graduates can apply to directly with their resume and send an email to [Amanpreet.sahota@supremex.com](mailto:Amanpreet.sahota@supremex.com) with the title “IAM – GCM Application”

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