

Riverhead Resources
POSITION DESCRIPTION AND QUALIFICATIONS

Position Title: Account Manager

Department: Supply & Customer Relationship Management (FEC Solutions & Feed Energy)

Job Type: Exempt

Basic Function: Provide Account Management Services to established customers and suppliers and prospect for new customers and suppliers in established and prospective target markets.

Organization Relationships

Reports to: General Manager, FEC Solutions

Supervises: NA

Essential Responsibilities

1. Execute the supplier/customer relationship management process as directed by the General Manager
2. Manage customer and supplier relationships for defined accounts
3. With input from Transaction Management and Customer Account Management, participate in Supplier and Customer pricing for defined accounts
4. Coordinate customer service for defined accounts
5. Performs research and identifies customers/prospects and consults with customer/prospects regarding product and service needs and determines how the Company can satisfy those needs.
6. Emphasize product and service features based on analyses of customers' needs, and on technical knowledge of product and service capabilities and limitations
7. Maintain customer records, using automated systems.
8. Participates in continuing education and training, attending trade shows and serving on various industry-related committees and participates in professional organizations.
9. Acts as representative of entire organization in the marketplace, providing contact and collateral information regarding other organizational SBUs as appropriate.
10. Adheres to all organizational protocols, policies and procedures.
11. Performs other duties as assigned.

Knowledge, Skills and Abilities

Excellent human relations skills with previous experience in the use of persuasion, active listening, service orientation, social perceptiveness, active learning and verbal and written communications skills with demonstrated results, including the ability to negotiate contracts and make sales presentations. Ability to use calculators and personal computer. Excellent time management skills. Uses deductive and inductive reasoning to recognize and solve problems. Ability to obtain an Iowa driver's license and operate a motor vehicle.

Educational Development

Ability to read, write and perform basic mathematic calculations that would normally be acquired through a secondary education and additional education or through equivalent experience. Post-secondary education relating to business, agri-business, engineering or equivalent work experience in related industries preferred.

Experience

Knowledge of principles and procedures involved in sales and marketing. A working knowledge of biofuels including ethanol, biodiesel and alternative energy industries as acquired through 5 – 10 years of related work experience. A basic understanding of animal agriculture, fats and oils is preferred. Exposure to engineering concepts is a plus. Exposure to a manufacturing, processing or production environment is preferred.

Physical, Mental, and Visual Effort

Continuous sitting, speaking, hearing, and visual effort. Occasional standing, walking. Continuous general concentration. Close mental and visual attention. Work involves some irregularities and difficulties, repetitive and varied tasks. Stress associated with work pace and pressure.

Working Conditions

Work is performed primarily in an office setting and at customer sites. Exposed to hazards of the road when driving. May be exposed to odor relating to agricultural and food processing settings.