



Account Manager

AP&T is seeking a dynamic and results-driven **Business Account Manager** to join our company. This role will be responsible for managing and nurturing relationships with existing enterprise and wholesale clients, while also identifying and pursuing opportunities to grow our business customer base.

The ideal candidate will have experience in inside sales and or outside sales, with the ability to handle client communications and negotiations over the phone, email, and video conferencing. Occasional on-site visits to clients will be required. Success in this role will be measured by client retention, account growth, and the acquisition of new business customers.

Job Duties and Responsibilities:

- Manage and maintain relationships with current enterprise and wholesale accounts
- Identify opportunities to upsell and cross-sell services to existing clients.
- Grow the customer base by developing relationships with new business clients.
- Conduct sales calls and presentations via phone, video conferencing, and in-person client meetings.
- Work closely with the product and technical teams to ensure customer satisfaction.
- Maintain accurate records of client interactions and sales progress in the CRM system.
- Performs other work-related duties as assigned

Required Education:

- High School Diploma or equivalent
- Bachelor's degree in business, marketing, communications, or a related field is preferred; however, relevant experience in telecommunications or technology sales may substitute for a formal degree.

Required Qualifications and Experience:

- Prior experience in telecommunications, internet services, or a related technology field will be essential. Familiarity with products like broadband, dedicated internet, voice services, and metro Ethernet would be valuable.
- Demonstrated experience in managing and growing accounts, particularly in B2B (business-to-business) settings. The ability to nurture relationships and understand client needs within enterprise and wholesale segments is key.
- Sales Strategy and Negotiation: Strong skills in sales strategy, upselling, cross-selling, and negotiation. Experience in setting and achieving sales targets, closing deals, and maintaining customer satisfaction should be highlighted.
- Hands-on experience with customer relationship management (CRM) systems is important for tracking interactions and managing sales pipelines effectively.
- Excellent communication skills for virtual and in-person client interactions. Experience conducting presentations, product demos, or trainings will help engage clients and build trust.

- Inside Sales and Client Visits: Background in an inside sales role, ideally with some experience in outside sales or customer visits. Comfort with using digital communication tools for remote sales and follow-ups is a plus.
- 2-3 years of Customer Account Management skills
- Current Driver's license and the ability to be insured by AP&T

Required Physical Requirements of the Position:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job.

- Employee must maintain a constant state of mental alertness at all times. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.
- Essential and marginal functions may require maintaining physical condition necessary for bending, stooping, sitting, walking or standing for prolonged periods of time; most of time is spent sitting in a comfortable position with frequent opportunity to move about. Work is mostly performed from a sedentary posture.
- The employee is regularly required to hear, talk, sit and use hands and fingers to operate a keyboard and phone.
- The employee may be occasionally required to reach with hands and arms and lift, handle, or move objects weighing up to 40 pounds.
- Specific vision abilities required by this job include close vision, distance vision, peripheral vision, and the ability to adjust vision. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.
- Some modest local and distant travel via automobile or airplane may be required to support departmental or organizational functions or objectives.

The pay range for this position is \$65,000.00-\$85,000.00 annually (plus sales-based commission) and is DOE.

AP&T offers a generous benefit package including (but not limited to) medical, dental, vision, 401K, (plus more) a \$5000.00 annual medical travel reimbursement, up to \$125 annual medivac insurance reimbursement and employee stock ownership options. \$150.00 in company logowear. Recognition of our employees is important to AP&T's values. We like to continuously show appreciation and recognition within our teams. AP&T is a small non-union, employee owned utility serving over 40 Alaskan communities and villages.

For more information about our organization, please visit:

www.aptalaska.com

Interested in careers at AP&T- View our careers video here:

<https://vimeo.com/794686938>

To apply for this position please go to:

<https://aptalaska.workbrightats.com/jobs/1163011-176045.html>

EEO Employer/Vets/Disabled and Drug and Alcohol-free workplace