



Job Title: Account Manager

Status: Full Time

Working Days: Monday-Friday 9-5, Saturday and Sunday as needed - up to 45 hours per week

Travel Required: Yes (approx. 10%)

Hours Per Day: Approx. 8-9

JOB PURPOSE: Coordinate sales and design ideas with production equipment for events clients and provide technical support, and training to Staff and Clients.

TOP THREE ROLES:

1. Organization 40%
2. Communication 40%
3. Anticipation 20%

JOB DUTIES:

- Relationship manage new and current clients
- Communicate well with clients and teams
- Create and modify quotes, orders, and drawings for clients and design team members
- Provide weekly and/or daily status on open and confirmed quotes
- Modify existing drawings as needed by design team
- Create budgets and forecasting reports
- Flexibility to travel both locally and nationally
- Maintains professional and technical knowledge by attending education workshops coordinated by the company
- Provide event assistance when team effort is required
- Anticipate critical needs of the team and be proactive

SKILLS/QUALIFICATIONS:

Minimum 5 (preferably 10) years of "hands on" events production experience, People Skills, Management/Leadership, Planning, Innovation, Supervision, Developing Budgets, Reporting Skills, Analyzing Information, Judgment, Teamwork, Verbal Communication Skills, Adaptability, Professionalism, Computer Skills (See Below).

COMPUTER SKILLS:

To perform this job successfully, an individual should have knowledge of Internet software; Email; PC and Apple Operating Systems; Vectorworks, Spreadsheet software and Word Processing software.

PHYSICAL DEMANDS:

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. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is occasionally required to stand; walk; sit; reach with hands and arms; climb or balance; stoop, kneel, crouch, or crawl and talk or hear.

REQUIREMENTS:

The top three team wide requirements for this job are:

1. **Communication** – Be efficient, informative, and inspirational in communication, helping to foster the best positive environment and experience for team members and clients.
2. **Organization** – Organization of meetings, calendar, emails, documents, systems, files, projects, and random last minute requests.
3. **Anticipate and Expedite** – Take initiative to efficiently handle all tasks that arise with little direction.

TE is a live event production company in Marietta that specializes in providing the highest level of customer service to our growing customer base. We provide technical solutions such as audio, video, lighting, staging, set design and production management for live events. We have a large church as well as corporate clientele. You must possess characteristics such as: Detail oriented, organized, clean, precise, teachable, outgoing, team spirit, diligent, task oriented, service oriented and a positive attitude.

Company Values:

- Do the right thing
- Always give 100%
- Show people you care
- Be better every day

Item	Compensation
Account Manager Salary Benefits (Health)	Salary Dependent on Experience \$275 Stipend for the employee

ADDITIONAL INFORMATION

Personal time off (Vacation):

10 days per year after 6 months of employment. Must be approved by supervisor. Two sick days per year. Time off between Christmas and New Years average of 2 days makes up the 10 total days) but must be on call, no out of town travel permitted for those two days. Typical bank holidays are paid days off too. If any on call days are used by T.E. due to an on call situation they will be credited back to the employee (one day for one day).

90-Day Trial Period:

A 90-day evaluation period will be in effect from the date of hire for both company and employee evaluation. During this time, the company will provide all necessary support and training to help the employee reach mutually agreed upon performance metrics. Continuation of employment may or may not be determined based on achieved metrics. This will also serve as the waiting period for health insurance benefits.

Performance Metrics:

Monthly, quarterly, and annual reporting.

For Human Resources Only

Date Completed / updated: 05.18.19