

**COMPANY:** Zonatherm Products, Inc  
**POSITION TITLE:** Channel Account Representative  
**LABOR CATEGORY:** Exempt  
**REPORTS TO:** Channel Manager  
**APPROVED BY:** Chief Operating Officer  
**DATE:** 5/18/2021

### **JOB SUMMARY**

The Channel Account Representative contributes to the overall sales for Zonatherm. They provide sales support for assigned channel segments, reactive phone and e-mail sales support, and proactive business development efforts to grow the business.

### **ESSENTIAL RESPONSIBILITIES**

- Provides dedicated support to answer or coordinate responses for all requests from assigned customers. Assists customers to determine the best solution for their needs.
- Coordinates selling campaigns, qualify leads and coordinates customer introductions. Works in partnership with other sales employees to increase sales revenue.
- Understands and communicates Company products or services features and benefits, promoting the advantages of our Company to assigned customers. Answers basic technical questions about Company products.
- Provides information on product availability, pricing, competitive or legacy portfolio cross-referencing suggestions. Generates, updates and tracks CRM opportunities, whether originated or assigned.
- Reviews Company inventory, shipping deliveries, manufacturing timeline, etc. to ensure desired products and services can be delivered to customers given their expectation/need.
- Redirects calls as appropriate to other departments such as technical support, services, or application engineering.
- Participates in sales events to educate and promote our products and services.
- Comprehends and adheres to all safety, quality, and Company guidelines specified in the Employee Handbook, the safety policy manuals, quality procedures, or any official Company documents.
- Other duties, as assigned.

### **ESSENTIAL QUALIFICATIONS AND REQUIREMENTS**

- **Education and/or Experience:** Requires high school diploma (or GED equivalent) and 2 or more years of experience in a related field, or an equivalent combination of education and experience.
- **Mathematical Skills:** Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals. Ability to compute rate, ratio, and percent and to draw and interpret bar graphs.
- **Reasoning Ability:** Demonstrates problem solving ability by using logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions, or approaches to problems.
- **Communication Skills:** Collaborative communication skills and the ability to convey information effectively through excellent written and verbal communication. Ability to listen effectively to understand the needs of internal and external customers. Ability to talk with customers, coworkers, and vendors, and appropriately adjust technical content to meet different audience knowledge.
- **Computer Skills:** Strong proficiency in MS Office Suite (Word, Excel, Outlook) and the ability to operate in NetSuite. Minimum typing speed of 50 words per minute.
- **Supervisory Responsibilities:** This position has no supervisory responsibilities.
- **Physical Demands:** While performing the duties of this job, the employee is regularly required to sit, stand, walk; and talk or hear. The employee must occasionally lift and/or move up to 10 pounds. Specific vision abilities required by this job include close vision and the ability to adjust focus.
- **Driving Responsibilities:** This position requires occasional travel during regular business hours with a valid driver's license and proof of automobile insurance.
- **Work Environment:** This job operates in a clerical, office setting. This role routinely uses standard office equipment such as computers, phones, photocopiers, and fax machines.

- **Position Type and Expected Hours of Work:** This is a full-time position, and typical work hours and days are Monday through Friday, 8:00 A.M. to 5:00 P.M. with one (1) hour unpaid lunch. Occasional work outside of business hours may be required. Travel may be required.
- **Other Qualifications:** Must be comfortable supporting a remote sales team and able to prioritize and multi-task for maximum efficiency without sacrificing accuracy. Must possess a passion for process and harnessing technology to drive success, and a willingness to work outside the job description to grow with the Company.

*This job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee for this job. Duties, responsibilities, and activities may change at any time with or without prior notice.*

*To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed above are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.*