

## Commercial Account Manager

Reporting to the General Manager or General Sales Manager, this position manages and directs operations of the Auction, maintaining positive relationship with all location customers, developing new business, and providing quality service. The Manager leads a team of employees who work with auction customers and auction operational groups to ensure that the sale runs smoothly both operationally and administratively. The position works closely with home office and field sales teams to ensure that customer expectations are met or exceeded and promotes and educates customers on the various products and services.

Job Responsibilities:

- Monitor & ensure that changes to vehicles are posted timely and accurately seeing to it that vehicle records are maintained in compliance with contract requirements.
- Coordinate and review customer files and account records with appropriate managers to efficiently monitor aged inventory and title delays.
- Maintain accurate account records and a positive customer relationship by ensuring efficient and accurate handling and resolution of account problems.
- Establish and maintain close working relationships and good rapport with all client-serving accounts.
- Develop new accounts through personal and telephone contact with potential customers and increase level of consignment with existing customers.
- Work with the Operations Manager and provide appropriate account information to monitor consignor's vehicle inventory and to coordinate vehicle controls.
- Provide progress reports to sales staff and other managers as necessary to increase business.
- Sets an example of professionalism and sincere appreciation for the business relationships that have been established among the dealers and the auction.
- Serves as the point person for resolution of customer issues at the location in partnership with office sales teams.
- Supervise the preparation of pre- and post-sale reports as required by consignor, and ensure work is completed accurately and timely, charges are correctly posted, and records are maintained according to contract requirements.
- Provide schedule of sales line-up to Operations and Recon Managers for proper routing of vehicles, coordinating aged units.
- Participate in trade shows representing the Auction and sharing information on Auction products and services.
- Provide reports on budget, sales, and account activities.
- Maintain and develop assigned staff by recruiting, selecting, orienting, and training employees, and by providing educational opportunities. Counsel and discipline employees, as necessary. Plan, monitor and evaluate job performance, and conduct performance appraisals.
- Visibly demonstrate safety commitment by following all safety and health procedures and modeling the behaviors related to such. Work in cooperation with safety leadership in support of all safety activities aligned with Safety Excellence.
- Review work volumes, plan and continuously monitor staffing levels to ensure efficiency, quality work product, and effective customer service; review departmental performance against key performance indicators and metrics and develop and execute strategies for improvement.
- Enforce all company policies and procedures related to employee and customer conduct.
- Perform other duties as assigned.