



## ACCOUNT MANAGER – FM SYSTEMS

### Job Description

#### POSITION SUMMARY

The FM Systems Account Manager is responsible for the execution of their individual sales portfolio. By following sales and marketing strategies the Account Manager will procure new business, manage and expand existing client accounts, and explore additional service offerings. Reporting to the General Manager, this role actively works to develop and maintain a competitive market position to maximize revenue opportunities, achieving personal and team-related goals.

The Account Manager is technically proficient, specifically in live entertainment production, and will play a lead role in project management related to their portfolio. The Account Manager will seek to maintain and grow client satisfaction by managing all aspects of projects within their portfolio, from conception to completion.

#### KEY RESPONSIBILITIES

- Develop and maintain strong industry relationships with existing and prospective clients
- Ensure the timely and successful delivery of FM Systems products and services solutions based on client needs and objectives
- Manage the growth and development of key internal accounts, as well as maintain a healthy pipeline of new incoming business
- Develop and maintain prioritized prospects of new accounts using market information, company resources, and networking opportunities emphasizing both short-term and long-term growth strategy
- Prospect, qualify, and conduct sales meetings with clients to generate repeat business opportunities for FM Systems
- Regularly follow up on inbound internal and external client leads
- Promote and maintain the organization's core values within the marketplace
- Prepare comprehensive brand appropriate quotes and proposals for clients
- Collaborate with internal stakeholders and industry partners to develop strong selling synergies
- Liaise with clients, artist representatives, venues, technicians, vendors, and the FM Systems team members to coordinate project specific information and act as the primary point of contact for projects
- Clearly communicate project and event status updates to the operation and management teams.
- Drive customer loyalty by delivering service excellence



### **CORE COMPETENCIES**

- Minimum 5 years experience in related field
- Technically proficient in Live Production, specifically Audio
- Sales competencies
- Goal oriented and motivated
- Results driven
- Relationship building and management
- Excellent verbal and written communication skills
- A focus on quality and excellence with a client first attitude

### **ADDITIONAL REQUIREMENTS**

- This position may require travel between our various offices, client meetings and event locations.
- Valid Class 5 Driver's License Required
- Valid passport and the ability to travel internationally is required
- Other duties as assigned by General Manager

### **WORKING CONDITIONS**

- This position requires full-time work and flexible schedule including statutory holidays, early morning, late night and weekend work
- Working conditions may include office work, indoor work site, outdoor work site, loud noise environment, large gatherings of people
- This position may require sitting, walking, lifting, and driving