



## Job Description – Dedicated Account Manager

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**JOB TITLE:** Dedicated Account Manager  
**DEPARTMENT:** Operations  
**LOCATION:** Tumwater  
**FLSA STATUS:** Full-time/Exempt  
**REPORTS TO:** Sr. Director of Operations

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**JOB SUMMARY:** Under the direct supervision of the Sr. Director of Operations, provide excellent customer service to assigned customer(s); keep track of all the services subscribed by customer; keep updated on the new services requested by the customer; follow up for various new service requests or cancellations; serve as a point of contact for assigned customer(s); promote a positive customer service account management environment with team; and resolve customer problems in a timely and frictionless manner.

### **DUTIES AND RESPONSIBILITIES:**

- Solicit accounts to generate new business or expand services.
- Maintain partnerships with assigned Dedicated Accounts.
- Proactively address service issues.
- Develop and maintain business and service reports.
- Manage service commitments.
- Analyze assigned customer(s) to maximize business potential.
- Knowledge of principles and processes for providing customer and personal services. This includes customer needs assessment, meeting quality standards for service, and evaluation of customer satisfaction.
- Coordinate internally to capture profitable business opportunities.
- Maximize business potential of assigned accounts.
- Perform such duties and assume such other responsibilities as may be required to accomplish the essential job functions as directed by the Sr. Director of Operations.

### **BASIC QUALIFICATIONS:**

- Minimum of two years' experience working within the transportation industry.
- Knowledge of the customer's industry and monitor the customer's changing business needs.
- Demonstrate above average memory skills and organizational skills to effectively handle multiple priorities with short deadlines.
- Ability to communicate effectively, verbally and written to customers, managers and employees.
- Possess computer experience; keyboarding ability is essential, as is the ability to efficiently operate in a computerized environment.
- Strong analytical and problem solving abilities.

### **PREFERRED QUALIFICATIONS:**

- Knowledge of transportation industry preferred.



**EDUCATION:**

- Bachelor's degree in Business Administration or equivalent combination of education and experience.

**DEPENDABILITY:**

- Regular attendance following a designated work schedule.
- Reliable, responsible, and dependable, and fulfilling obligations.

**PHYSICAL DEMANDS:**

- Independent body mobility to access a standard office environment with shelves and drawers of varying heights.
- Vision sufficient to read a computer screen, 12 point and finer printed text, and handwritten documents.
- Manual dexterity to operate a computer keyboard on a daily basis.
- Speak and hear sufficiently to communicate clearly in person, over the telephone, and in small groups.
- Mental stamina for problem solving and dealing with stressful situations; prioritizing multiple tasks; interpret and apply oral/written instructions.
- No ongoing and consistent, extraordinary physical effort or strain involved in this position.

**Employee Print Name:** \_\_\_\_\_

**Employee Signature:** \_\_\_\_\_

**Date:** \_\_\_\_\_