



# Account Manager

- FLSA Status: Exempt
- Commissionable: Yes
- Individual Contributor

Earthwise Environmental is an industry leader in safe, efficient and environmentally sound water treatment and management solutions. Our areas of proficiency include boiler, cooling tower, closed system and waste water applications.

**Job Title**

Account Manager

**Date**

November 7, 2016

The Account Manager will provide onsite customer service for maintenance of all equipment Earthwise provides including water softening, reverse osmosis, filtration, and other technologies for water and energy savings as proposed by Earthwise. The Account Manager is responsible for ensuring that all customers in their account base are up-to-date on the latest in water and energy savings and helps them take advantage of those opportunities.

**Responsibilities**

- Provide technical and testing services to existing Earthwise accounts; prepare computer generated service reports summarizing each service call.
- Work with Earthwise District Managers on water/energy saving proposals within the existing customer base and to potential clients, writing and presenting proposals.
- Train and communicate with existing equipment vendors to identify new technologies for water conservation and chemical reductions.
- Become the "EWISE expert" for reverse osmosis, ion exchange, and membrane filter technologies as taught by Earthwise, provide recommendations to customers for system and equipment improvements.
- Seek out new accounts independently and with the help of the District Manager, maintaining a record of communications in Earthwise provided software.
- Supervise all work of the Field Service Technician within the Account Manager's customer base by reviewing service reports and ride-along monitoring quarterly. Report findings to District Manager in a timely fashion.
- Perform other duties as assigned.

**Behavior and Skills**

- Excellent verbal and written communications skills
- Strong interpersonal skills
- Customer service focus & results oriented
- Operate with a sense of urgency and with the best interest of the customer and company in mind
- Sincere and open communication
- Strong environmental consciousness
- Ability and willingness to travel a local route in a company service vehicle
- Possess a valid driver's license
- Ability to lift 30 pounds
- Competency in CAD and/or similar basic drawing program for piping/hydraulics flows is preferred
- Mechanically inclined with basic electronics and plumbing skills preferred

**Education and Work Experience**

- College or Technical/ Trade School Degree in Engineering, Technical Field
- or-
- 3-5 years of experience in water treatment or plumbing.

**Acknowledgement**

I understand and agree to the duties and expectations of my role as outlined in this job description.

\_\_\_\_\_  
Printed Name and Signature

\_\_\_\_\_  
Date