



Title: Key Service Account Manager Job Description & Responsibilities

Simson-Maxwell was established in 1941 and is a leading name in the distribution of industrial engines, and the manufacture, sales and service of standby and prime power generator set systems. Simson Maxwell is internationally recognized in the power generation industry for its expertise in the custom design, engineering, sales and service of quality power generation sets and electrical control equipment under the Simmax brand name. See www.simson-maxwell.com for additional information.

Key Service Account Manager

Summary

The Key Service Account Manager will be responsible to be the main point of contact for accounts designated as sizable or key and requiring dedicated attention and maintenance. This representative will be the primary liaison between these customers and Simson Maxwell. The Manager will ensure the satisfaction of these customers at all times.

EFFECTIVE DATE:

TERMS:

- Temporary, Full-Time, Salaried
- Monday – Thursday – 8:00 a.m. – 4:30 p.m. Friday 8:00 am – 2:30 pm
- Vacation entitlement: In accordance with Simson Maxwell's "Human Resources Policies & Procedures." (Vacation time cannot be taken during probationary period.)

RELATIONSHIPS:

The Key Service Account Manager of Simson Maxwell will develop and maintain good business and/or working relationships with the following:

- Key Service Account Representatives
- Service Managers, Branch Service Managers, Parts Managers, Senior VP. Product Support, GM Technical Services
- Other Simson Maxwell Staff

SUPERVISOR: Director, PM Operations

EXTERNAL CUSTOMER(S): Simson Maxwell customers, General public



**SIMSON
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Core Competencies

- Customer Focus
- Detail Orientated
- Communication
- Energy
- Teamwork
- Quality Orientation
- Problem Solving
- Accountability and Dependability
- Ethics and Integrity
- Strong Excel Skills

Job Duties

- Assist key account clients with standard account-related requests
- Fundamental mechanical knowledge or aptitude to learn basic aspects of mechanical functionality
- Prepare and submit reports (annual financial, monthly invoice, schedules, etc.) weekly to key account customers
- Schedule service requirements on behalf of client in conjunction with internal service coordinators
- Verify documentation related to service requests, site requirements, maintenance scheduling etc.
- Gather and submit documentation to secure employee background checks and security clearance
- Control and distribution of Telus site and trailer keys
- Determine the customer's needs and resolve them taking into consideration all available options
- Maintain up-to-date knowledge of key account requirements and business focus
- File documents and paperwork related to key account for efficiency and consistency
- Gather all necessary information for the completion of documentation related to maintenance of the key account file/database.
- Research and resolve customer problems, acting as the customer liaison when necessary
- Conduct routine call-backs and evaluations of service to verify customer satisfaction
- Compile and distribute monthly maintenance schedules from regional branches
- Change management.
- Train/coach internal staff on key customer requirements.
- Invoice follow up with accounts receivable.
- Participate in conference calls with key account customers to provide updates and crisis management (when applicable).
- Willingness to be on call during regular business hours