**Job Description**

**Job Title:** Technical Account Representative

**Reports To:** Technical Manager

**FLSA Status:**

**Department:**

**Division:**

**Summary:** To visit current or prospective customers to provide exceptional technical and customer support of all products by performing the following duties.

**Duties and Responsibilities** include the following. Other duties may be assigned.

1. Applies technical knowledge of company products and services to best meet customer needs.
2. Travels to customer locations to present company products, services and pricing information in a professional manner. Works directly with customers both on site and remotely (via skype, facetime, etc) to facilitate proper use of our products.
3. Builds and maintains quality relationships with existing and new customers. Provides excellent customer technical assistance including but not limited to scheduling meetings/visits with new and existing customers, post-visit follow ups, preemptively contacts customers to check in/offer other product lines/maintain relationship, and other duties as assigned.
4. Assesses quality of offerings and develops opinion report on strategies to increase the company’s market share.
5. Stays abreast of market conditions regarding products, product updates, service offerings and new technologies through available resources.
6. Attends training activities and trade shows on behalf of company to present information regarding company products and services. Promptly schedules travel arrangements in the most economical manner possible.
7. Maintains knowledge of current trends and techniques in product manufacturing and recommends enhancements to the company's manufacturing process as appropriate.
8. Performs other related duties as assigned.

**Skills:**

Oral Communication Skills

Written Communication Skills

Technical Communication

Math Aptitude

Organization

Planning

Professionalism

Project Management

Reading Skills

Time Management

Computer Literacy

**Qualifications:**

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

**Education/Experience:**

High School Diploma or Equivalent and two to four years related experience and/or training; or equivalent combination of education and experience.

**Language Ability:**

Ability to read and interpret documents such as safety rules, operating and maintenance instructions, and procedure manuals. Ability to write routine reports and correspondence. Ability to speak effectively before groups of customers or employees of organization.

**Math Ability:**

Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals. Ability to compute rate, ratio, and percent and to draw and interpret bar graphs.

**Reasoning Ability:**

Ability to apply common sense understanding to carry out instructions furnished in written, oral, or diagram form. Ability to deal with problems involving several concrete variables in standardized situations.

**Computer Skills:**

Proficiency in computer usage, specifically Microsoft Office.

**Special Skills:**

Strong written communication skills

Strong internal communication skills

Ability to maintain confidentiality

**Certifications/Licenses:**

Driver’s License - Must meet insurance underwriting requirements

Must be at least 25 years of age (minimum age requirement to rent a car)

**Work Environment:**

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is occasionally exposed to risk of electrical shock.

The noise level in the work environment is usually moderate.

**Physical Demands:**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to sit; use hands; reach with hands and arms and talk or hear. The employee is occasionally required to stand; walk and climb or balance. The employee must occasionally lift and/or move up to 25 pounds. Specific vision abilities required by this job include ability to adjust focus.