

ARI FINANCIAL SERVICES INC. (CANADA)

Position	Account Manager
Department	Sales and Service
Location (city, prov.)	Calgary, AB/ Edmonton, AB
Reports To (name, title)	Manager, Strategic Account Management

Key Accountabilities:

- Maintain a current knowledge of client's vision, objectives, products and services.
- Take a consultative approach regarding our client's needs/expectations.
- Ensure client's fleet policy is accurate and effective; make recommendations as needed.
- Manage client relationships through direct, proactive involvement, in cooperation with other ARI personnel (i.e. Sr. Mgmt, District Sales Manager; Client Services, Reporting and Operational teams).
- Prepare and present partnership reviews as required in existing portfolio.
- Support the Sr. Mgmt, DSM, with the completion of tenders, roll-outs.
- Generate and analyze reports. Assess specific client needs and make recommendations.
- Beware of potential problems and work to resolve them; escalate repeat issues to internal decision maker.
- Present / introduce new products and services to existing clients.
- Conduct ARI staff training or client training as required at client site or via the web (webcast).
- Attend and participate in corporate and industry sponsored events.
- Participate in scheduled Account Manager conference calls
- Perform other approved duties and support special projects as required.

Essential Skills:

- Excellent customer service orientation.
- Excellent interpersonal/communication and presentation skills.
- Proficient in creating reports, analyzing information and recommending solutions to clients.
- Strong organizational and time management skills.
- Maintain an adequate problem resolution technique to handle internal and external issues.
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Required Working Knowledge:

- MS Office Programs (i.e. Outlook, Excel, Word, PowerPoint, Project, etc.)
- Jurisdictional legislation governing fleet vehicles and their drivers, insurance, and licensing.
- Project Management (Asset)

Education Required / Relevant Experience:

- Bachelor's degree in business, finance, marketing, or related discipline.
- 3-5 years experience in account management or fleet leasing (heavy truck, commercial vehicle, or automotive).
- Proven track record of strong team leadership and delivering high quality service.

Working Conditions:

- Team environment but must be able to run with tasks and operate independently.
- Overtime, evening or weekend work might be required.
- Frequent travel: local, national and cross-border. Estimated overnight requirement is 25%.
- Valid driver's license required.

Disclaimer:

The above statements are intended to describe the general nature of work being performed by people assigned to this position. They are not to be construed as an exhaustive list of all responsibilities, duties, and skills required of said personnel. All personnel may be required to perform tasks/duties outside of their normal scope of responsibilities from time to time, as needed.