

JOB TITLE: Account Executive
CLASS: Bargaining Unit
CATEGORY: Regular (after Probationary)
STATUS: 1.0 FTE, Hourly Wage Starting 21.15, Non-Exempt
BENEFITS: Per Collective Bargaining Agreement
REPORTS TO: Manager of Retail and Tech Support
LAST UPDATED: May 17, 2019



JOB SUMMARY:

You will work with our cross-functional team, and join our community of talented experts on establishing strategic business relationships with new clients, while driving client satisfaction to maximize incoming technology for Free Geek. Through managing our acquisition cycle, the Account Executive will develop leads, expand our active client base, and help procure the assets needed to impact communities across the US. You will function as an integral part of the sales and development teams while supporting all current go-to-market strategies at Free Geek.

DETAILED ESSENTIAL RESPONSIBILITIES:

- Work with the Sales Manager, Receiving Manager, and Development team to determine a strategic acquisition approach to maximizing incoming technology donations.
- Communicate with appropriate departments to coordinate Pickup and delivery schedules.
- Establish and maintain current client relationships by responding to requests, proactively checking in with clients and managing/resolving issues.
- Validate, identify, and build relationships with all key individuals within a client's organization.
- Support all clients through communication channels and throughout the acquisition process.
- Promote Free Geek's services and interests to clients including data security commitments, efficient logistical preferences, benefits of working with a 501c3, and corporate social and environmental impacts of reuse.
- Share responsibility for documenting donations, generating invoices and providing documents such as receipts, certificates, transfer of ownership agreements and periodic impact reports to clients.
- Maintain accurate account information and activity detail in Customer Relationship Management system (CRM).
- Keep abreast of frequent emails.
- Train, oversee, schedule, coordinate, and motivate volunteer interns.
- Keep work areas clean and organized.

- Identify and remove barriers to insuring the acquisition of donated technology.
- Manage all expenses within budget set and submit expense reports promptly.
- Build a territory and account plan for the given fiscal year, leveraging existing clients, targeted account planning, prospecting efforts, and marketing initiatives.
- Participate in occasional donation pick-ups.
- Participate in soliciting optional cash donations from hardware donors.
- Provide accurate and timely acquisition reports and forecasts to management and achieve forecasted quota.
- Effectively communicate via phone and email with contacts from executive level down to end-users.
- Other duties as assigned.

REQUIRED SKILLS, KNOWLEDGE AND ABILITIES:

- Passion for the work and mission of Free Geek.
- Ability to maintain a calm, positive, and professional attitude at all times in a sometimes chaotic environment.
- Ability to consistently follow policies and procedures.
- Proficient organizational skills and attention to detail.
- Ability to remain flexible about duties and expectations as Free Geek grows and changes and always assuming positive intent.
- Proficiency in basic office software, spreadsheets, Google suite, Presentation Software, Communication and Collaborative tools, Social Media, Data Visualization ect..
- Strong presentation skills.
- Confidence, tact and a persuasive manner.
- Excellent organizational and time management skills.
- A willingness to occasionally work outside of business hours to resolve client issues.
- A professional manner.
- Good business sense and the ability to work to budgets.
- Ability to network and build trust with decision-makers.
- Excellent communication, networking, and interpersonal skills.
- Expert negotiation and diplomacy skills.
- Deep understanding of sales fundamentals such as qualification, establishing trust, and building and maintaining a acquisition pipeline.
- Strong work ethic, positive attitude, and personal commitment to results.
- Ability to be productive and successful without close supervision.
- Excellent customer service skills.

DESIRED SKILLS, KNOWLEDGE AND ABILITIES:

- Fluency in another language besides English.
- Exposure to CRM systems such as Salesforce.

- Experience working in nonprofit sector.
- Demonstrated confidence and competence working with diverse populations.
- Knowledge regarding technical skills, such as might be gained from a committed understanding at a technical work position or as a serious hobbyist.
- Previous Free Geek work or volunteer experience.