

JOB DESCRIPTION

JOB TITLE: Strategic Account Director
DEPARTMENT: Business Development
PEOPLE LEADER: Chief Strategy Officer

EXEMPTION STATUS: Exempt
EEO-1 STATUS:

JOB SUMMARY: Senior Account Director will operate as the main strategic point of contact for their customers, connecting with them on a consistent basis, and providing feedback on areas of opportunity in their supply chain. Internally, they will ensure the account is set up to operate efficiently and profitably. They will work across departments to position the account management team in a position to have the tools and knowledge they need to be successful. Externally, they will be experts in their customers' business, pushing to position EASE as a premier partner through best-in-class customer service and solutions.

ESSENTIAL DUTIES

Strategic Leadership:

- Develop and implement a comprehensive account strategy in line with the company's goals and vision
- Work alongside account management and leadership to support initiatives to improve the operations and profitability for the customer that align with customer strategy.
- Support identification of potential strategic customers to drive EASE's growth into potential new markets or growth within existing core products.

Account Management Strategy:

- Design a robust account management framework to ensure effective communication, collaboration, and mutual growth that stays true to core EASE processes tailored with customer-specific needs.
- Establish a regular cadence with account management and leadership review current account health.
- Responsible for all contract pricing engagements
- Back up to as needed to support operations on accounts.

Relationship Building & Maintenance:

- Cultivate strong, long-lasting relationships with key decision-makers at customers.
- Frequent connections with customers to review current standing and build relationships. Formal QBR's will be a requirement, initiated and led by the SAE.
- Lean on executive team engagement to drive further partnership and communication with customers.
- Operate as a main point of escalation for large issues, as well as ongoing, consistent issues.

Collaboration & Internal Alignment:

- Work closely with other departments to facilitate operational improvements on accounts.
- Communicate customer strategies and updates to internal stakeholders, ensuring alignment and collaboration.

ADDRESS:	EASE LOGISTICS 5725 AVERY RD DUBLIN, OH 43016
MAIN:	614-553-7007

- Provide feedback from customers to shape product, service, and overall business strategy.

Reporting & Analysis:

- Monitor, analyze, and report on partnership performance metrics, ensuring that partnerships contribute to a long-term value.
- Conduct regular competitor analyses to identify new partnership opportunities and areas of improvement.

LEADERSHIP AND SUPERVISORY RESPONSIBILITIES

- None.

WORK ENVIRONMENT

- The physical environment requires the employee to work in an open office setting with regulated temperatures, where many people are on the phone for long periods.

PHYSICAL DEMANDS

- Sitting or standing at a desk, typing, looking at multiple computer screens, and responding to inbound/outbound phone calls, emails, and instant messages throughout the day.
- Occasionally may need to bend, stand, or lift up to 10 lbs.

POSITION TYPE AND EXPECTED HOURS OF WORK

- This position is full-time. Employees typically work Monday-Friday, typical working hours (with an hour lunch), 40+ hours per week, as business demands.
- This role is expected to work outside of typical business hours as business needs dictate.

TRAVEL

- This position would require minimal to no travel. Employees may travel to work-related conferences, trainings, events, etc. *Employees may travel on occasion to take a new customer out to an event or dinner if the opportunity presents itself.*

QUALIFICATIONS

Education

- High School Diploma or GED is required.
- Bachelor's degree in Business, Finance, Economics, or a related field is preferred
- Minimum of 5 years of experience in Account Management, preferably within the supply chain industry.
- Strong analytical, strategic thinking, and problem-solving skills, with the ability to turn complex data into actionable insights.

Experience

- Minimum of 5 years of experience in Account Management, preferably within the supply chain industry.
- Strong analytical, strategic thinking, and problem-solving skills, with the ability to turn complex data into actionable insights.

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Knowledge, Skills, & Abilities

- Proficient in Microsoft Office Suite, particularly Excel, and experience with pricing software or tools.
- Demonstrated leadership skills, with the ability to effectively communicate and collaborate with cross-functional teams.
- Excellent negotiation and presentation skills.
- Strong project management abilities and experience managing multiple priorities and deadlines.
- Attention to detail, with a focus on accuracy and compliance in a fast-paced, dynamic environment.
- Proven track record of driving revenue and profitability growth through the successful implementation of pricing and bidding strategies.
- In-depth knowledge of the logistics and supply chain industry, as well as an understanding of market trends, customer needs, and competitive landscape

DISCLAIMER: This job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee. Duties, responsibilities, and activities may change, or new ones may be assigned at any time with or without notice.

Employees will be notified of any additions or changes to activities, responsibilities, duties or expectations by their direct supervisor or anyone in a position of authority within EASE Logistics.

EQUAL OPPORTUNITY: Ease Logistics Services LLC is an equal opportunity employer. Each applicant and employee will be given full consideration for employment and advancement without regard to race, religion, color, sex, national origin, veteran status, age, or disability.