



Job Title: Pacific Northwest Account Manager

Based at: Remote office within the Pacific Northwest including British Columbia

Reports to: North American Sales Manager, James Tooill

Start Date: Mid April preferred

Job type: Full-Time salaried with benefits and commissions

Job Summary: To grow Ally's sales of green coffee and importation services to roasters. To provide ongoing client support that provides value for clients and builds loyalty.

Dimensions: Manage and expand existing accounts; develop new accounts; complete administrative tasks; collaborate with staff and represent Ally at industry events.

Key Responsibilities and Accountabilities:

1. Manage Existing Accounts
 - 1.1. Service existing accounts, and facilitate each client's experience with accounting and logistics departments.
 - 1.2. Learn about the client to be able to provide better product recommendations, and better service.
 - 1.3. Submit releases and information via Salesforce®.
 - 1.4. Communicate with supervisor on activities, such as weekly work plans, and monthly and annual travel plans and personal sales goals.
 - 1.5. Facilitate good partners through active management of AR for existing accounts
 - 1.6. Maintain awareness of current marketplace information on pricing, products, competitors, new products, delivery schedules, merchandising techniques, etc. and communicate information to other team members.
 - 1.7. Maintain active engagement in Ally's coffees in terms of quality and origin information.
 - 1.8. Resolve client needs by investigating problems and implementing solutions; provide recommendations and perspective so the team can grow and improve.
 - 1.9. Maintain professional and technical knowledge and networks.
 - 1.10. Connect clients to producers and products through sampling and travel on buying trips as well as accurate communication about Ally's importation services and exporter network.

2. Develop new Accounts
 - 2.1. Identify leads and cultivate relationships based on shared values
 - 2.2. Respond promptly (next business day) to active inquiries from prospective clients
 - 2.3. Organize events, participate in events with prospective clients
 - 2.4. Promote awareness of Ally's values, products and services among roasters through network, calls, and industry events
 - 2.5. Connect roasters to producers: facilitate shared success through clear and detailed expectations about roles, contracting, pricing, timing, and other details.

3. Administrative Tasks
 - 3.1. Maintain records in all company platforms
 - 3.2. Keep calendar accurate.
 - 3.3. Stay organized and report expenses in a timely manner

Knowledge, Skills, and Abilities:

- Outstanding written communication and organization skills
- Positive customer support behaviors
- Self-motivated, self-directed and problem-solving attitude
- Good judgment and ability to collaborate or request assistance when needed
- Technological background - comfortable adapting to new office tools and equipment
- Preferred production and/or sample roasting experience
- Preferred sales and/or customer service experience
- Ability to converse knowledgeably about green coffee with roasters of all sizes
- Active network among coffee roasters in the Northwest Region

Application Instructions: Please send a brief cover letter and resume to James@allycoffee.com with the subject line "Pacific Northwest Account Manager" and your name.