



THE MOST TRUSTED NAME IN FARM EQUIPMENT

## Account Manager

Department: Machinery Pete  
Location: Chicago, IL  
Reports to: Customer Success Manager

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### POSITION DESCRIPTION

The Machinery Pete **Account Manager** will work directly with existing customers of used farm equipment dealers and their stores providing daily customer support and training, reviewing their monthly performance, and offering them additional marketing services to increase their overall dealership success.

### Essential Duties and Responsibilities

- Maintain regular contact with new dealer store customers and train, educate them on MP tools and services
- Fulfilling Email Campaign/Banner Ads and Retargeting Reports
- Handle inbound calls from dealer store customers regarding MP products and services
- Make outbound calls to existing customers to upsell
- Work with Territory Managers to facilitate the onboarding of new customers
- Understand the MP systems to provide knowledgeable support to dealers and stores
- Track and record daily activities into Salesforce.com (requirement)

### Skills/Professional Experience

- Bachelor's Degree in business preferred/or equivalent experience
- Ability to create strong relationships over the phone and communicate effectively
- Excellent customer service and strong written and verbal communication
- Demonstrate a tremendous work ethic while maintaining a positive and upbeat attitude
- Ability to maintain a high level of activity to produce results in a team environment
- Working knowledge of Salesforce.com and Excel preferred

For more [information](#) or questions on any Farm Journal job postings, please contact:

### **Krystal Rummans, HR Generalist**

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