

Job Description – Account Manager Business Development

1.0 Purpose:

Job Descriptions are part of Company Quality Policies and Procedures.

This standard defines the tasks and responsibilities of the Account Manager. The standard is valid for all Account Managers.

2.0 General:

The Account Manager is responsible for developing key contacts within their assigned accounts. These contacts are to be developed within the Business, Technical and Operating segments our customers.

Business Contacts will include Operating Company Executive Management, Project Development and Project Management decision-makers at corporate and local operating facilities.

Technical Contacts will include key technical influences within the operating company at corporate or local operating facilities.

Operating Contacts will include key technical influences within the operating company at corporate or local operating facilities.

3.0 Tasks and Responsibilities:

The Account Manager shall be responsible for, but not limited to, the following:

- The Account Manager will identify the spending plans and locations of new opportunities for LPP within the operating companies' North American plans, and then work to position LPP and shape the opportunity for the maximum benefit to our client and what LPP can efficiently deliver.
- The Account Manager will work to “shape” the opportunity jointly with LPP Business Units.
- The Account Manager will manage the opportunity capture process for an appropriate and smooth transition to the Business Units. The Account Manager will be responsible for ensuring that LPP’s technology assets and personnel are utilized for maximum impact (i.e. for technical or commercial meetings the Account Manager is responsible to have the right clients with decision power at critical meetings)
- The Account Manager will be accountable to keep the “opportunity pipeline” filled. The Account manager will be responsible for managing client expectations with respect to the opportunity capture process. This means delivering both good and bad news well, maintaining and building the positive image of LPP.
- The Account Manager is jointly responsible to “win business” with the Business Units and will operate as a facilitator across the process from initial concepts through award.
- Work with Business Units to maintain capital spending plans, mergers, acquisitions, projects, regulatory, etc. related market and account intelligence.

- The Account manager will meet or exceed the goals established in the operating plan and within the targets set by Management and for their account plan.
- Establish contacts and business relationships with identified target client companies to stay informed about the client's planned budgets and projects.
- Identify specific projects that fit LPP's capabilities and provide opportunities to meet or exceed minimum margin goals.
- Receive and review all "Requests for Proposals" (RFP's) and / or Inquiries for the Business Unit and initiate the bid/no-bid process as defined in LPP Work Instructions.
- Develop and document initial strategy for specific proposals.
- Participate and assist, as required, in the proposal preparation to be familiar with the cost component and method in which the proposal was prepared.
- Serve as the primary contact person with the client during the proposal preparation.
- Jointly undertake final contract negotiations with Business Units, taking a critical position for commercial intelligence, client expectations facilitating the best possible outcome for LPP.
- For unsuccessful proposals, conduct client interview through contact network to determine the cause and make suggestions on corrective actions.
- Maintain agreed upon Contact Plan.
- Participate in post project reviews with the client, per LPP work instructions.
- Prepare monthly Sales Activity and Forecast Reports.
- Assist in preparing annual budgets and order in-take forecast (market information) for following year.
- Acquire & maintain market intelligence on current and future issues related to activities of competitor's information on major competitors of LPP.

4.0 Education and Experience Required:

- BS/BA Engineering or equivalent combination of education and experience.
- Ten (10) or more years experience process industry experience, preferably in sales, engineering, project management, or operations.

5.0 Skills Required:

- Extremely well developed listening skills.
- Effective communication skills both verbal and written. These skills will be used for both internal communications as well as client communications.
- Effective computer skills; Microsoft Office Software, Lotus Notes, Power Point and other Company specific software.
- Effective negotiation skills.
- Able to work independently and set daily, weekly, and monthly goals.
- Effective analytical and problem solving skills.
- Easy for others to approach and talk to.

6.0 Travel Percentage:

- Significant, 50%

7.0 Physical Requirements:

- While performing the duties of this job, the employee is regularly required to talk or hear. The employee frequently is required to sit. The employee is occasionally required to stand; walk; use hands to finger, handle or feel; reach with hands and arms; climb or balance; and stoop, kneel, crouch, or crawl. The employee must frequently lift and/or move up to 10 pounds and occasionally lift and or move up to 40 pounds. Specific vision abilities required by this job include close vision, color vision, and ability to adjust focus.

8.0 Department:

- Business Development

9.0 Reports To:

- Director Business Development

10.0 FLSA Status:

- Exempt

11.0 Direct Reports:

- None

12.0 Salary Grade:

- 10

13.0 Approval:

- Manager: _____ Date: _____
- Employee: _____ Date: _____