



Join our team! We bridge the gap between chicken producers and manufacturers, ensuring high-quality poultry at predictable prices. Enjoy top-tier benefits, including unlimited PTO, remote work options, 100% company-paid medical, dental, and vision insurance, quarterly profit-sharing, a five-year goal bonus, immediate 401(k) vesting with company match, and more. Be part of a collaborative team of problem solvers dedicated to excellence and building win-win relationships.

Account Manager

Reporting to the SVP of Sales, the Account Manager is responsible for managing customer relationships, forecasting demand, and coordinating with internal teams to ensure that customer needs are met with a customer-centric service excellence approach.

Primary responsibilities and tasks:

- Manage assigned customer programs
 - Support and build on customer relationships
 - Manage programs to optimize the company's profit margins.
 - Monitor the status of customer orders to ensure timely delivery, timely resolution, communication, and mitigation of potential problems.
- Manage forecasted demand needs for all assigned customer accounts
 - Maintain updated forecasts and demand schedules as required to execute customer requirements.
 - Communicated customer needs to the procurement team, ensuring right inventory levels and program compliance and escalating concerns as needed.
 - Ensure that customers receive the approved product, as documented in each program summary.
 - Manage frozen inventory levels following guidance from senior management.
- Create weekly, detailed customer order plans
 - Distribute detailed plans to relevant internal departments.
 - Coordinate with ERP entry team to ensure correct order information is being entered into ERP (ex., item code, delivery date)
 - Coordinate with Logistics and Procurement departments to optimize freight costs while maintaining customer service excellence.
- Accountable for resolving customer claims and coordinating with QA on resolving customer complaints

- Coordinate closely with Quality, Procurement, and Logistics to investigate incidents on assigned accounts.
- Approve or deny customer claims after the conclusion of incident investigations.
- Cover tasks during PTO of Sales department peers.
- Other related duties as assigned.

Skills Required for Success:

- Acts following a strong ethical compass and personal integrity.
- Deals effectively, comfortably, and confidently with people at all levels of responsibility, authority, and rank. The individual must be able to align and engage resources outside of their area.
- An ability to positively influence others and gain cooperation while maintaining very high standards of professionalism.
- Strong written and oral communication skills.
- Established decision-making and creative problem-solving ability.
- Demonstrates meticulous attention to detail.
- Works with minimal direction takes initiative and determines methods to accomplish results.
- Maintains and develops excellent customer relationships consistent with best practices and organizational strategic goals.
- Ability to multitask and remain calm under pressure.
- Views challenge and uncertainty as an opportunity for innovative solutions.
- Confidence and an authoritative voice in strategic customer decisions.
- Imaginative and innovative.
- Strategic and analytical thinker.


Qualifying Requirements:

- Bachelor's Degree or at least 3 years of experience in a professional setting as part of a team, with gradually increasing levels of responsibility in sales, account management, customer service, or a related field.
- Technical proficiency must include the ability to use computers to generate reports and spreadsheets using Google and Microsoft Office Suite products.
- Experience working with an Enterprise Resource Planning (ERP) system.
- Ability to handle customer issues during off-hours in coordination with Logistics and Procurement, including on-call duty rotation.
- Travel (15% - 20%) as required to perform duties, such as customer visits, periodic on-site visits to investigate incidents, and annual company and department team building and training opportunities.

The expected compensation range is \$115,000 to \$135,000 base exempt salary, based on current competency, experience, and personal development commitment, plus a Quarterly Profit-Sharing opportunity and participation in the BHAG long-term incentive (BHAG prorated based on start date).

See our careers page for more information about being a team member at Tendergrass.

Candidates must be prepared to participate fully in the Tendergrass hiring process. This process involves pre-screening, video conference interviews, a General Mental Aptitude Assessment, and a detailed review of references with several direct working associates.

 **Apply today at tendergrass.com/careers** to explore open roles and submit your resume or CV. We are interested in learning about you and your performance and career goals.

Let's build something meaningful — together.