

Iowa Department of Administrative Services – Human Resources Enterprise
Job Classification Description

Account Consultant

Definition

This job classification is intended for use only by the Iowa Communications Network.

Manages all aspects of relationships with key customers, including needs analysis, account planning and development of relationships with key buying influencers; sells products/services to customers by leading the client relationship process for assigned accounts; performs related work as required.

The work examples and competencies listed below are for illustrative purposes only and not intended to be the primary basis for position classification decisions.

Work Examples

Owns accounts for all but the largest/most strategic accounts (i.e., “target accounts”) and maintains/grows revenue for assigned accounts by developing necessary strategies and plans.

Manages projects, including plan development, resource allocation and management, configuration management, change management, issue management, and risk management.

Leads/executes bidding process from evaluation of RFP requirements to production of the final documents for submission.

Identifies, develops, and provides complex technology solutions that solve customer enterprise communication needs; present to customers and work with internal organization to deliver results.

Works with key internal agency staff to ensure effective new product development to meet key customer needs.

Collaborates with management to establish annual and quarterly forecasts and objectives for gross margin objectives. Responsible for pricing and the proposal of high tech solutions to meet customer needs. These proposals must be accurate to maintain needed gross margin by product line.

Maintains a pipeline of qualified sales opportunities and manage the sales step processes to ensure a high probability of successful closure.

Coordinates with internal service/support personnel delivery of all service orders in an accurate and timely manner.

Competencies Required

Knowledge:

- Customer Service – Principles and processes for providing customer services, including customer needs assessment, meeting quality standards for services, and evaluating customer satisfaction.
- English Language – The structure and content of the English language, including the meaning and spelling of words, rules of composition, and grammar.

Abilities:

- Law and Government – Understand and adhere to applicable laws, legal codes, administrative rules, and regulations.
- Deductive Reasoning – Apply general rules to specific problems to produce answers that make sense.
- Inductive Reasoning – Combine pieces of information to form general rules or conclusions.
- Information Ordering – Arrange things or actions in a certain order or pattern according to a specific rule or set of rules (e.g., patterns of numbers, letters, words, pictures, mathematical operations).
- Problem Sensitivity – Tell when something is wrong or is likely to go wrong. It does not involve solving the problem, only recognizing there is a problem.

Skills:

- Active Listening – Giving full attention to what other people are saying, taking time to understand the points being made, asking questions as appropriate, and not interrupting at inappropriate times.
- Critical Thinking – Using logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions or approaches to problems.
- Reading Comprehension – Understanding written sentences and paragraphs in work related documents.
- Writing – Communicating effectively in writing as appropriate for the needs of the audience.
- Negotiation – Bringing others together and trying to reconcile differences.
- Active Learning – Understanding the implications of new information for both current and future problem-solving and decision-making.
- Judgment and Decision Making – Considering the relative costs and benefits of potential actions to choose the most appropriate one.
- Service Orientation – Actively looking for ways to help people.
- Complex Problem Solving – Identifying complex problems and reviewing related information to develop and evaluate options and implement solutions.

Minimum Qualification Requirements

Applicants must meet at least one of the following minimum requirements to qualify for positions in this job classification:

- 1) Graduation from an accredited four-year college or university with a degree in any field, and experience equal to four years of full-time work as an account manager, account executive or equivalent sales/technical experience within the telecommunications or information technology field.
- 2) A total of eight years of education and/or full-time experience (as described in number one), where thirty semester hours of accredited college or university course work in any field equals one year of full-time experience.

Effective date: 09/18 WSM