
Midwest Regional Account Manager, Port Washington, WI

A subsidiary of Veolia Group, Veolia North America (VNA) offers a full spectrum of water, waste, and energy management services, including water and wastewater treatment, commercial and hazardous waste collection and disposal, energy consulting, and resource recovery. VNA helps commercial, industrial, healthcare, higher education, and municipality customers throughout North America. Headquartered in Boston, Mass., Veolia North America has approximately 10,000 employees working at more than 350 locations across the continent.

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Veolia's comprehensive benefits package includes paid time off policies, as well as health, dental, and vision insurance. In addition, employees are also entitled to participate in an employer-sponsored 401(k) plan, to save for retirement. Pay and benefits for employees represented by a union are outlined in their collective bargaining agreement.

Job Description/Position Purpose:

The position's purpose is to retain and grow existing high-value/ strategic customers within the assigned territory. The Midwest Regional Account Manager covers 13 states in the Midwest.

Primary Duties/responsibilities:

- Manage all existing customer accounts within an assigned sales territory with a focus on named high-value/strategic accounts. In strategic accounts, it is expected that the Account Manager owns the customer relationships with an additional focus on growth through expanded service offerings, margin improvement, treatment technology optimization, and customer retention.
- Engage in consultative selling techniques that provide recommendations on a problem-to-solution basis.
- Advise customers on ESS' services and solutions through a basic understanding of various state and local governmental regulations pertaining to the generation, storage, transportation, and disposal of generated waste.
- Support Technical Sales Representative(s) with onboarding new accounts to ensure an effective handoff.
- Determine the current total spend on hazardous waste of the high-value/ strategic customers and ESS's % share.
- Create account plans and documents in Salesforce for all high-value/ strategic customers to grow and retain these customers.

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- The record leads within existing high-value/ strategic customers in Salesforce.
 - Play an active role in the management of Price Books for (higher value/ strategic) accounts; for example additions for new waste streams/service codes.
 - Support the Sales Representative(s) and Inside Sales Representative(s) as required with information/ help within the territory.
 - Maintain cooperative working relationships with all necessary departments to ensure effective coordination and resolution of customer issues.
 - Face-to-face meetings via web meetings or travel for in-person interaction is required every week.
 - Other responsibilities at the direction of the Strategy & Growth Manager.

Qualifications (Education / Experience / Background):

- High School Diploma or equivalency
- Demonstrable customer relationship experience
- Technical knowledge/ experience of waste transport, disposal and recycling (from a degree or from experience)
- Awareness of managing financial
- Preferred degree or experience in science, mathematics, or business
- 5+ years of sales experience

Knowledge / Skills / Abilities:

- Relationship-building skills
- Ability to prioritize the highest value opportunities.
- Focus on meeting customers' needs, offering the least complex and most efficient (profitable) solution for ESS
- Ability to manage customer and waste stream P&Ls
- Able to work collaboratively across different functions and to secure help from colleagues
- Comfortable with a role on the road, but able to maintain connectivity to branch/ satellite
- Strong communication skills and writing skills

Required Certification / Licenses / Training:

- Veolia training as required.