

Account Manager | DC-Baltimore, Northern Virginia Area, Columbus, OH, San Francisco Bay Area

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OUR VISION

At Chemstar WATER, we aim to be the most customer-centric Water Treatment company in the world. We believe that when we value our customers, our employees, and the environment equally, then we will make the world a better place. That's why we have pledged 1% of our profits and 1% of employees' paid time to support our local communities.

ABOUT CHEMSTAR WATER

Founded in 1999, Chemstar WATER is an industrial water treatment company that provides water treatment products, solutions and services to Data Centers, Industrial Facilities, Power Plants, Health Care Facilities, Government and Food and Beverage Manufacturers. Our impact can be seen from the Pentagon in Washington DC, Hospitals in Maryland, the Johns Hopkins University Applied Physics Laboratory to a Data Center in San Francisco. At Chemstar WATER we are committed to minimizing water use and maximizing energy efficiency resulting in a reduced carbon footprint for our World. When we focus on improving the operation of the cooling and boiler systems; we have a direct impact on our Customer's water and energy use. In addition, Chemstar WATER has been named one of the Top Workplaces in 2022 by the Baltimore Sun newspaper.

Account Management & Service Execution is what sets us apart, it is the tip of the spear by which we provide a level of customer service and excellence that keeps our customers coming back. Leveraging in-house expertise in Chemistry, Water Treatment Equipment, and Operations, our Account Managers partner with customers to extend the lifecycle of their Heating and Cooling equipment and monitor any bacteria.

JOB PURPOSE

The **Account Manager** will work on various types of customer equipment including: potable systems, cooling systems, boilers, cooling towers, direct evaporative cooling equipment and other heat exchange systems ensuring water quality at their facilities. The **Account Manager**, along with the service team, is our face to the customer and is critical in ensuring outstanding service levels for our customers. The successful candidate will provide water testing, analysis, and consultation services for our customers by using knowledge and background in water treatment. This individual will work closely in cooperation with the company's Technical and Commercial Team to ensure the customers' needs are exceeded.

Career Path

Every employee at Chemstar WATER is given the opportunity to develop and increase their impact within the company: whether they are becoming a subject matter expert, progressing from an individual contributor to a manager, or moving from a technical field role to a more customer-facing commercial and sales role. The leadership at the company is fully bought into this approach as it is the best way to attract and retain the best talent.

TASKS and RESPONSIBILITIES

- Ability to review and understand the scope of work for each customer and follow it.
- Proactively plan for all Customer visit requirements in order to arrive, gain access, and carry out the work without delays. This will include any personal protective equipment that may be needed and any required spare parts for installation.
- Collect the required water samples, perform the required water quality tests in the field, and note the results of all testing in the Chemstar-online reports app.

- If there is a service technician servicing the account, then verify the water analysis and testing is completed by the service technicians to the company's standards and ensure an outstanding service standard is delivered. For those accounts, the Account Manager is expected to visit the customers and report on at least on a quarterly basis to ensure verification of the service quality and rapport with the customer.
- Able to build relationships with customers, from the operational site level up to the decision-makers, by providing visit summaries, identifying opportunities and areas of improvement, and stimulating business growth.
- Manage the relationship with the qualified buyers (executives, senior executives, director of facilities etc.) of the assigned key accounts and ensure all the expectations from the customer are met and exceeded.
- Train service technicians and customers on water treatment parameters and the expectations from the customers.
- Establish and ensure that the scope of work and service plans are in line with the contract or proposal for each of the customers; and ensure the company's services comply with the scope.
- Create professional proposals in line with the company's proposal templates and pricing guidelines set by the supervisor.
- Negotiate contract terms, and price changes with the customers. Renegotiate terms and conditions in order to limit the company's liability especially with legionella sampling and testing accounts.
- Be the customer advocate and coach/influence the operations teams internally so that the company continues to maintain a customer-centric approach.
- Improve profitability within the existing key accounts – by better managing the dosage, inventory, ordering patterns and other opportunities.
- Follow and uphold all safety measures of the company and the site.
- Make all required adjustments to chemical feed rates based on results. Be sure to document all corrective actions are taken or recommendations for the customer.
- Maintain and validate operations of all water treatment equipment during visits which may include: cleaning, calibration, and adjustments (pumps, repair tubing, chemical tanks, controllers, etc).
- The successful candidate will provide water testing, analysis and consultation services leveraging training and previous experience, including experience with water treatment systems (boilers, cooling towers, ROs, clarifiers, raw water and wastewater) and working closely with the company's Technical Team and Commercial Team to exceed our customers' expectations.
- Ability to understand when the work required is outside the contracted scope to ensure proper billing.
- Manage chemical inventory at the customer sites and reorder as needed. Minimize the number of chemical deliveries required to the customer by exploring various options for optimizing the controls.
- Ensure and maintain good housekeeping at the Chemstar WATER site and the customer locations.
- Deliver chemicals as needed (5-gallon pails).
- Act from a perspective of bias for action and customer-centricity in resolving issues quickly.
- Support other Account Managers and Service Technicians to service customer accounts as needed by being flexible.
- Maintain or ensure good service logs and records to ensure correct billing for customers.
- There will be a ratio between how much this role will do account management vs. service execution and the %s will be determined based on the region, customer, or the person's capabilities.

JOB REQUIREMENTS

- 2-year industrial degree or 3+ years of Water Treatment / Field Service experience
- Strong abilities to navigate ambiguous problems and proven abilities to innovate
- Demonstrated willingness to learn, grow
- Ability to receive and act on feedback to promote a lessons-learned culture

- Proficient or willing to become proficient with Association of Water Technologies (AWT) testing standards
- Able to perform basic hands-on plumbing and electrical work
- Outstanding communication and relationship-building skills
- Good written, verbal, and mathematical abilities; including filling out lab reports and communicating with customers
- Strong understanding of enterprise computer systems including Office suite, ERP
- Must have a valid driver's license and be a U.S. Citizen
- Able to perform physical duties that may include: lifting 50lbs over 2-3 flights of stairs
- Can work in a hot and humid environment (+100F)
- Able to climb up ladders to access rooftops

TERRITORY

- Any of these regions are acceptable: Washington, DC; Northern Virginia; Baltimore, MD; Columbus, OH; San Francisco Bay Area, including Stockton, Sacramento, and Napa.
- Accounts will be assigned based on geographic location
- Can live in any area within the service territory to start from home to service accounts

JOB-STATUS

- Full-Time Exempt Position
- Compensation Based on Experience

BENEFITS

- Health Insurance
- 401K
- Paid Time Off

Chemstar WATER is an equal opportunity employer that evaluates qualified applicants without regard to race, color, national origin, religion, sex, age, marital status, disability, veteran status, sexual orientation, gender identity, or other characteristics protected by law.

NEXT STEPS

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