

Inside Account Manager

ABOUT THE COMPANY

Phoenix Contact's roots are in Germany. Our headquarters are in Blomberg. Originally founded in Essen in 1923, we have grown over the years. With over 50 subsidiaries worldwide, we truly have Global reach. Together with customers and partners, we design solutions for the future using trend-setting connection and automation technology. Wherever they are needed - for example, in transportation infrastructure, electromobility, for clean water, regenerative energies and intelligent supply networks, or energy-efficient machine building and systems manufacturing. We face up to technological developments and the associated changes in society. With more than 100 years of experience in the field of machine building and automation, we are working on tomorrow's intelligent production today.

DESCRIPTION

The Inside Account Manager represents the Phoenix Contact brand and manages customer relationships and sales activity from an inside sales position. This role supports and grows an assigned account base through proactive customer engagement, solution selling, and opportunity management using phone, video conferencing, email, and CRM tools.

The Inside Account Manager represents the full Phoenix Contact portfolio — Connectivity, Cabinet Efficiency, Power Reliability, Automation, and New Business — and is accountable for achieving annual sales growth targets for assigned accounts and core portfolios.

POSITION RESPONSIBILITIES

Sales & Account Management

- Manage and grow a defined portfolio of customers from an inside-based role.
- Develop and execute account growth plans aligned with the Regional Sales Director and field sales teams.
- Achieve annual sales growth targets across all Phoenix Contact product portfolios.
- Expand product adoption within existing accounts to increase share of wallet.

Opportunity & Pipeline Management

- Identify, qualify, and develop new sales opportunities within the assigned account base.
- Maintain a healthy opportunity funnel within the CRM system.
- Accurately track customer activities, opportunities, and pricing agreements in CRM.

Technical & Solution Selling

- Demonstrate technical knowledge of Phoenix Contact products and solutions.
- Support product selection and application guidance for customers.
- Drive value-added and customized solutions for OEMs, end users, and project business.

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Cross-Functional Collaboration

- Work closely with Business Developers, Automation Specialists, and Field Account Managers.
- Collaborate with channel partners to support joint growth initiatives.
- Support regional and national sales and marketing programs.

Market & Product Feedback

- Provide customer and market feedback to Product Marketing.
- Share insights on emerging applications, customer needs, and competitive trends.

QUALIFICATION REQUIREMENTS

- University degree and/or College Technician/Technologist diploma.
- 3–5 years of technical sales experience in industrial automation or related markets.
- Strong understanding of automation technologies and applications.
- Knowledge of sales processes and consultative selling techniques.
- Experience working with CRM systems.

ESSENTIAL JOB REQUIREMENTS

- Outstanding written, verbal, and listening communication skills.
- Self-motivated with the ability to manage multiple priorities.
- Strong interpersonal and negotiation skills.
- Ability to collaborate across sales, marketing, and technical teams.
- Proficiency with phone, email, and video conferencing tools.
- Participation in meetings and limited travel as required.
- Must possess a credit card for reimbursable business expenses.

We are offering an attractive remuneration package, including salary in the range of \$75 to 95k annually, employee benefits and the opportunity to contribute to a fast-paced growing company with dynamic leadership and a history of growth and profitability.

Awarded one of Canada's Best Workplaces, we recognize people as our most valuable resource. We are an equal opportunity employer.

To apply for this position:

Interested candidate may apply in complete confidence by submitting a resume with a summary of their achievements. This hiring process may use artificial intelligence (AI) tools to screen and assess applicants.

Phoenix Contact Ltd welcomes and encourages applications from people with disabilities. Accommodations are available on request for candidates taking part in all aspects of the selection process.

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We appreciate your interest; however only candidates selected for interviews will be notified.