



## Key Account Manager

An innovative, expanding, international company rooted in the Annapolis/Kent Island area of Maryland is looking for a relationship-driven, strategic Key Account Manager. This role is ideal for someone who thrives on building trust, understanding customer needs and delivering solutions that create long-term value. As a customer centric, family-oriented organization, we focus on career minded individuals searching for their once in a lifetime opportunity to join our winning team! This position is on-site daily and will report directly to the National Sales Manager.

### Responsibilities:

- Serve as the main point of contact for assigned accounts, ensuring timely and effective communication
- Develop and maintain strong, long-term relationships with key clients
- Deeply understand client goals, challenges and business needs to recommend solutions
- Collaborate with internal teams (Sales, After Sales, Operations, Spare Parts, Finance) to deliver seamless client experiences
- Monitor projects, track KPIs and prepare regular status reports
- Lead weekly and monthly business reviews with cross-functional teams to ensure alignment and progress
- Resolve issues and quickly and effectively to maintain client satisfaction
- Maintain accurate account information within CRM systems
- Travel required, based on customer needs (anticipate 20%)
- Other duties as assigned

### Education and Experience:

- 3-5 years of experience in account management, client success or a related customer-facing role
- Proven ability to manage and grow high-value accounts
- Strong communication, negotiation and relationship-building skills
- Ability to understand client needs and translate them into actionable solutions
- Ability to multi-task and prioritize, within high-paced environment
- Proficient skills in Microsoft Office Suite, Salesforce and/or Epicor experience a plus
- Strong organizational skills and attention to detail

### Benefits & Compensation:

- Salary commensurate with experience
- Company subsidized Medical, Dental, and Vision benefits effective the first of the month following 30 days of employment, 401K with 3% Safe Harbor Contribution, Bonus, 13 paid vacations days, 5 paid sick days and 12 paid holidays



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