

**POSITION DESCRIPTION:**  
**Account Manager-North America**  
**Christy Catalytics, LLC (CATCO)**

**CATCO Goals:**

25% YOY Revenue Growth  
Leading Market Positions in its key product lines  
NIBT in the range of 15-20% of revenue  
CATCO Focus Markets-Petroleum Refining, Petrochemicals, Chemicals, Pulp and Paper, Gas Processing

**Position Overview:**

This individual is responsible for the maintenance of end user accounts in North America [here North America is defined as USA and Canada]. The primary goal of this role is to retain accounts as purchasing customers and to identify additional opportunities for sales.

**Reports to:** CATCO Vice President-Business Development

**Responsibilities:**

- Maintain strong relationships with all accounts assigned to them
- Develop strategic plan on how to maintain and possibly grow accounts further
- Assign annual revenue goals for accounts and then achieve or surpass these goals
- Prepare well-crafted proposals that optimize opportunities to win favorable business
- Review incoming orders and then effectively hand these off to operations group for processing and fulfillment
- Constantly assess the competitive landscape and report findings

**Position related detail:**

- Must be authorized to be employed in the United States, possess and retain a valid automobile driver's license.
- Must pass pre-employment medical examination, background check and substance-abuse screening if not already employed by CIH.
- Must agree to comply with and enforce company policies in the Employee Handbook.
- Must have a general love of learning and continuous self-improvement.

**Education, Skills and Experience:**

- B.A. or B.S. or higher degree.
- Relevant experience and/or a technical background is desired in order to provide immediate contributions to CATCO's expansion of its end user customer base in North America.

**Personality:**

- Has a deep passion for continuous learning and self-improvement
- Has superior critical thinking skills, personality traits, common sense and makes timely decisions.
- Plans for and takes action based upon needs at least one to two years into the future.
- Exhibits an outgoing personality to interact with potential customers and customers.
- Able to work in a team environment

**Relationships:**

- Must challenge and be the CATCO Vice President-Business Development's trusted confidant / critic and offset their weaknesses.
- Inspires confidence and full trust in their fellow Business Development staff

**Company Description:**

The Christy Refractories Company, L.L.C. (CRC) was formed in 1995 when Frank R. O'Brien Jr. purchased the assets of Christy Refractories from the founding (1922) family. In 2004, CRC was split into four operating companies with Christy Catalytics, LLC focusing on sales of refractory shapes and mass transfer components [tower packing] to the global natural gas processing, petroleum refining, petrochemicals, chemicals and metallurgical markets. Christy Catalytics, LLC has sales to over 40 countries and counts as current customers some of the world's largest companies including ExxonMobil, Saudi Aramco, Phillips 66, BASF and many more.

**A Player Definition:**

Christy defines an "A" Player as someone who more than pays for themselves within one year of employment. Their attitudes, behaviors and performance are a model of *The Christy Way*. They are highly coachable, intellectually curious and a lifelong learner. They are a pleasure to work with but are not afraid to express their opinions and confront issues head on in a constructive manner. They are not afraid to admit when they are wrong. They not only meet the requirements of the position description they were hired for, but also bring new opportunities for efficiency, technology, products, markets and/or sales to Christy and are able to expand their capabilities to grow alongside Christy.

**Conclusion:**

This position description is intended to convey information essential to understanding the scope of the job and the general nature and level of work performed by the Account Manager. However, this position description is not intended to be an exhaustive list of qualifications, skills, efforts, duties, responsibilities or working conditions associated with the position.