

## Job Description

**Position Title:** Account Coordinator

**Department:** Sales (Vancouver)

**Reports To:** General Manager

**Date:** March, 2019

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You're a unique combination: the heart of a designer and the mind of a technician.

So many jobs offer you the chance to apply your talents in one or the other. Wouldn't it be wonderful to find a job where you can exercise your full range of skills?

Now imagine that job also offered career growth, a vibrant work culture, and a purpose that makes the world better.

We are [Contemporary Office Interiors](#), and this is where you belong.

As a privately-owned Herman Miller certified dealer, we prioritize people, productivity and value to create more than a place to work— we create a space to succeed.

Our passion is creating a better world for all of us. We work for the health and wellbeing of our customers, our employees, the environment, and the community. We do all this by providing furnishings and related services that improve the human experience, wherever people work, heal, learn, and live. In the end, the solutions we invent help our customers' organizations (and our own) perform better.

We're looking to hire an account coordinator to add to our sales team, and we hope our search ends with you.

### KEY ACCOUNTABILITIES & PERFORMANCE OBJECTIVES

The primary accountability of the Account Coordinator is to work with Business Development and Account Managers during the pre-order entry phase through to follow up. Assisting the team in meeting their sales goals through product specification, pricing, and proposal creation.

## **KEY ACCOUNTABILITIES**

### ***Sales Support and Administration:***

- Attends sales, team and customer meetings as required
- Prepares RFP, RFQ, bids and tenders.
- Ensures documentation standards are maintained on all account activities with a customer first service level following processes and procedures
- Works cooperatively with team members to achieve annual sales goals and business objectives

### **Quotation Management:**

- Assists sales and team members in specifying product, pricing, product research, sourcing new products and technical order information including custom requirements.
- Works with manufacturers to obtain lead times, contracts, discounts and pricing for order quotes.
- Communicates with clients (when directed by Sales) in regards to pricing and lead times.
- Works with manufacturers regarding changes to orders regarding product specification.
- Initiates the service quote requests for deliveries of small and major orders

### **Order Preparation:**

- Ensures a responsible close of sale by obtaining signed sales orders, terms and conditions, collecting client purchase orders and deposits
- Verify product numbers, contract numbers, finishes and pricing to prepare proposal for order entry.
- Enter orders into business system (CORE) and forwards to the operations department.
- Reviews and proofs order for basic information (ship to, bill to, contract number etc.) for accuracy and completeness.

### **Customer Relations:**

- Responds to customer requests and determines scope of work; defines installation requirements based on customer's request
- Arranges loaner product for customer trial
- Provides clarification and answers for customer's questions regarding quotation or order issues
- Assists with resolving any acknowledgement discrepancies with vendor
- Ensures customer first standards of performance are met for all customer work activities

## **MINIMUM REQUIREMENTS**

### **Education:**

- Degree or diploma in business or interior design.

### **Experience and Competencies:**

- 2+ years' experience in project coordination, customer service, technical administrative role, interior design or sales coordination
- Experience in commercial office furniture is an asset
- LEED certified or working towards certification is an asset
- Requires excellent word processing skills, basic Excel and PowerPoint knowledge.
- Action orientated, well organized, with solid communication skills capable of influencing others to affect successful outcomes.
- Strong business acumen which includes judgement and the ability to manage human, financial and information resources effectively.
- Must be a self-starter with the ability to work under pressure managing multiple tasks.
- Ability to quickly gain extensive knowledge and understanding of COI, its products, services, business operations as well as its industry and marketplace opportunities

### **The Right Fit:**

We care about who you are as much as what you've done. You're a great fit for this opportunity because you're:

- **Detail Orientated** – you find comfort in detail and accuracy but do not allow this to bog you down in getting the job done.
- **Technically Savvy** – technology is your friend and you enjoy learning new systems uncovering efficiencies.
- **Open** – you share your thoughts freely, collaborate well, and welcome feedback on your work.
- **Organized** – you are able to multi-task without dropping anything, because you have systems and a mind for details.
- **An exceptional communicator** – you are service orientated adjusting your style to suit your audience, and achieve clarity in every medium.

Above all, you care. The outcomes matter deeply to you, and those include the project success, the bottom-line impact, and the relationships you build along the way.

**Disclaimer:** The above statements are intended to describe the general nature and level of work performed by employees assigned to this position. They are not intended to be an exhaustive list of all duties, responsibilities, and qualifications. Management reserves the right to change or modify such duties as required.

### **The Details:**

This is a full-time permanent position, working out of our impeccably designed and furnished office. You'll mostly work from 9am to 5pm, Monday to Friday, with irregular or extended hours as projects demand. 80% of your time will be in the office, and the rest of the time will be on-site.

Salary is expected to be between \$40,000 and \$45,000, commensurate with experience.

We offer competitive health benefits, wellness and healthcare spending accounts, and a holiday package that includes an extra week between Christmas and New Year's off. You'll also be getting in as we grow so growth opportunities abound if you exhibit the knowledge, expertise and passion to grow with the organization.

### **Why You'll Love Working Here:**

It comes down to the people – they make this a great place to work.

Our Vancouver branch is vibrant and close-knit. We have a positive, supportive team based culture that enjoys connecting, as well as working together. When someone needs some help, we all pitch in to get the job done.

There's a deep sense of belonging here – people can bring their whole selves to work, which frees us to do our best work. Challenges are faced together, and successes are celebrated.

This is the special opportunity you've been looking for, we hope you'll join us.