

## Job Description

**Position Title:** Account Manager

**Department:** Sales (Vancouver)

**Reports To:** General Manager

**Date:** December 2018

---

You are known as a relationship builder, with a passion for design, a strategic mind and strong communication skills. As an experienced account manager and interior designer, you manage complex and dynamic accounts with ease. Your dream job includes the following;

- An industry leading product and service combination you believe in,
- A seat at the table where you can influence buying decisions as a trusted advisor,
- Work in an intellectually stimulating and meaningful industry,
- Great compensation with incentive plan to grow
- A team that will support you in your growth.

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 are looking to hire an experienced account manager with a background in design to add to our business development sales team, and we hope our search ends with you.

### KEY ACCOUNTABILITIES & PERFORMANCE OBJECTIVES

The primary accountability of the Account Manager is to manage new business accounts. Your goal is to develop your relationships with key influencers and decision makers to the point you feel like you are a part of their team. Your design background allows you to problem solve using design thinking throughout the sales process along with your in-depth knowledge of their business and needs winning you a seat at the table as a trusted advisor in planning discussions. When a client is ready to order again, you will manage expectations from the outset to the finish line. Your clients will know how their project is progressing in relation to key timelines.

You'll support customers with the many tricky decisions that come along, keeping their projects on track. These are complex sales, where you'll manage competing priorities, multiple internal and external stakeholders, and varying deliverables. Your experience in a similarly complex sales environment will be crucial for your success here. The number of projects you'll have on the go at any given time will vary depending on their size and scope.

The team you'll join is collaborative and successful. Your book of business will continue to grow and develop through the hard work of our Business Development team. You'll work with them to transition accounts from their desk to yours, as their workload and clients' needs require.

## **KEY ACCOUNTABILITIES**

### **Customer/Account Servicing**

- Is the single point-of-contact for coordinating all dealer activities, services, orders and personnel for each assigned account; is responsible for account team's performance
- Provides timely response to customer's requests for products, services and/or information
- Maintains comprehensive understanding of customer's needs, corporate goals, business practices and satisfaction/performance criteria
- Is responsible for all client relations and on-going relationships with client personnel, and client third parties (contractors, A&D firms, etc.)

### **Project & Work Order Management**

- Oversees all customer projects and work orders; directs dealer team for implementation of customer orders and service requests
- Reviews work plans, schedules and logistics established for customer's major projects
- Oversees work of all team members, including designers, project managers, installation managers, customer representatives/project coordinators, installation crews, etc.
- Attends project and account meetings as necessary
- Attend site meetings when required

### **Sales Order Management**

- Develops plans and product specifications either on own or through work with the design department; produces detailed, accurate and professional looking quotes through own effort or in conjunction with dealership personnel (designers, project managers, etc.) and presents these to the customer in a timely manner
- Works with service departments to develop service contracts to present to customer when complex services are sold (design, for instance) or for major projects (installation, design, project mgmt)
- Ensures a responsible close of sale by obtaining signed sales orders (and terms & conditions, if appropriate), client purchase orders and deposits as required
- Stays involved throughout sale implementation to ensure that any bottlenecks or changes in scope are identified and resolved, and that both customer and dealership are satisfied

### **Organizational Interfaces**

- Works collaboratively with client and client's third-party firms, including A&D firms, interior contractors, electrical and communication engineers, customer's IT group, etc.
- Manages internal and external dealer team interfaces, including interface with subcontractors, manufacturers, etc.
- Manages team assignments to ensure work load activities are appropriately balanced and supported
- Participates in all relevant training opportunities, becoming a product and service knowledgeable

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

- Attends sales, team and customer meetings as required
- Prepares documents for 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
- Submits weekly sales forecasts for pipeline review along with business plan for growth

### **Quotation Management:**

- Specifies product, pricing, product research, sourcing new products and technical order information including custom requirements. Initiates the service quote requests for deliveries of small and major orders
- Works with manufacturers to obtain lead times, contracts, discounts and pricing for order quotes.
- Communicates with clients regarding pricing and lead times.
- Works with manufacturers regarding changes to orders regarding product specification.

**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:**

- A university or college degree preferably in business, interior design, or related discipline

**Experience and Competencies:**

- Experience in a complex sales environment, managing a book of business
- Experience managing client relationships through large projects
- Experience with design, or in a design role
- Experience using design software (CET, AutoCAD, CAP2020)
- Exhibits a can-do attitude
- A valid driver's license and access to a reliable vehicle
- Experience using MS Suite for data analysis and communication (Excel, Outlook)
- 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

And here are our nice-to-haves:

- Experience working in the contract office furniture industry is an asset
- Project management experience

### **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:

- **Strategic** – you're always thinking several moves ahead, adding value every step of the way to win an even larger share of customer spend.
- **Customer focused** – you see every decision through the lens of the customer, winning their loyalty by constantly putting them first.
- **Organized** – you are able to multi-task without dropping anything, because you have systems and a mind for details.
- **Conscientious** – you have strong attention to detail and outstanding follow through, because you care about the impact your work has on all involved.
- **Open** – you share your thoughts freely, collaborate well, and welcome feedback on your work.
- **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 will be a combination of competitive base and commissions 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.