

Job Description

Title: Flooring Account Manager
Reports to: Director of Flooring

Summary:

Achieve GP objectives as set out in your sales planning process. Account Managers are the source for bringing new business into McWaters through cold calling, networking, and referrals. Excellent project management skills are required for this customer service oriented position. The Account Manager will be established as the main contact between the client and McWaters. The responsibility for managing accounts begins with identifying business and continues through the completion of the work and collection of receivables. It is the job of the account manager to continue to nurture the relationships of existing customers to identify future opportunities.

Primary Duties and Responsibilities

Leadership Responsibilities:

- Make contact with end-users, vendors, & contractors to seek out opportunities
- Manage McWaters relationship with the customer
- Identify opportunities for cross-selling furniture, A/V solutions, or Workspace Solutions (labor/moves). Ensure splits are properly included on cross-sell opportunities and that they carry through to quotes and orders.
- Seek out bid opportunities and prepare quotes and take-offs; send to Don for review
- Responsible for customer satisfaction for accounts
- Provide sales support to meet customer needs
- Proactively contribute to strategic account planning and customer performance review meetings
- Coordinate activities of team members to ensure that the most efficient, appropriate solutions are utilized
- Work with team members as needed on projects to resolve any customer issues expediently
- Ensure proper documentation for the account is maintained
- Work with administrator to ensure accurate billing and timely collection of your accounts

New Business Responsibilities:

- Have at least 15 conversations per week growing your business
 - 5 brand new
 - 5 prospects
 - 5 existing
- Find 4 new opportunities over \$10,000 each month
- Develop 3 influencer relationships with A&D, Construction, Real Estate, etc.
- Achieve your gross profit bookings goal
- Enter all activity in Sales Management (CRM tool), maintaining accurate pipeline and forecasting information

Job Expectations:

- Work necessary hours to support customer requirements
- Assume leadership role for assigned accounts
- Cultivate internal communication network to facilitate account work completion to meet customer needs, budget and timeline
- Set an example for other team members
- Increase customer satisfaction on assigned accounts
- Contribute to strategic account planning efforts
- Proactively search for ways to increase profit, reduce costs, and improve efficiency of projects

Language Skills

- Ability to read, analyze and interpret general business periodicals, professional journals, technical procedures or governmental regulations
- Ability to write reports, business correspondence and procedure manuals
- Ability to effectively present information and respond to questions from groups of managers, clients, customers and the general public

Mathematical Skills

- Ability to add, subtract, multiply and divide in all units of measure, using whole numbers, common fractions and decimals.
- Ability to compute rate, ratio and percent and to draw and interpret bar graphs
- Ability to calculate figures and amounts such as discounts, interest, commissions, proportions, percentages, area, circumference and volume
- Ability to apply concepts of basic algebra and geometry

Reasoning Ability

- Ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists
- Ability to interpret a variety of instructions furnished in written, oral, diagram or schedule form

Education and/or Experience

- Minimum 3-5 years related office furniture experience preferred
- Proven organizational and follow-through skills required
- Proven leadership ability skills required.
- Excellent communication and interpersonal skills required
- Ability to work effectively in a team environment