

Job Description

Title: Flooring Account Manager

Reports to: Director of Flooring

Summary of Position

Manage details of current contract sales and new accounts in the territory. 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 Flooring 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 work and collection of receivables. It's the Account Manager's responsibility to nurture relationships with existing customers to identify future opportunities. Candidates should possess knowledge of the sales process, preferably knowledge of the flooring industry. Project management skills are inherent to this role.

Primary Duties and Responsibilities

Leadership Responsibilities

- Make contact with end-users, vendors, A&D firms, property management firms, and contractors to seek out opportunities
- Manage McWaters' relationship with customers
- Identify opportunities for cross-selling furniture, audio-visual solutions, or workplace solutions (labor/relocations)
- Seek out opportunities; engage the Flooring Estimator for take-offs and quotes
- Responsible for customer satisfaction on all assigned 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

- Develop relationships with A&D firms, construction firms, real estate firms, end users, and property management firms
- Achieve your gross profit bookings goal
- Enter all activities in sales management (CRM tool), maintaining accurate pipeline and forecasting information

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

Job Description

Mathematical Skills

- Ability to add, subtract, multiply and divide all unites 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, and gross profit
- Ability to field measure and understand building drawings

Language Skills

- Ability to read, analyze, and interpret general business periodicals, professional journals, technical procedures, or governmental regulations

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
- 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
- Participate in site visits prior to and during installations

Education and Experience

- Minimum 3-5 years of related office furniture or flooring experience preferred
- Experience with direct sales or A&D background preferred
- Proven organizational and follow-through skills
- Proven leadership ability skills
- Excellent communication and interpersonal skills
- Ability to work effectively in a team environment