JOB DESCRIPTION

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| **TITLE:** | Account Manager | **DATE:** | 11/2017 |
| **REPORTS TO:** | Sales VP | **FLSA STATUS:** | Exempt |
| **DEPARTMENT:** | Sales | **MGT/SPVR:** | No |

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**SUMMARY**

Responsible for the planning and management of all aspects of assigned accounts, from the selling process, through design, project management and the completion of project, exercising discretion and independent judgment to ensure the highest level of customer satisfaction. Responsible for customer relations oversight on all assigned accounts, including the development of a monthly project status report per account.

**ESSENTIAL DUTIES AND RESPONSIBILITIES** *include the following. Other duties may be assigned.*

* Effective communicator/influencer with an ability to manage multiple projects, with attention to detail.
* Provides prompt and effective follow-up on assigned accounts.
* Creates and manages strong relationships with clients, and maintains the highest standard of customer satisfaction.
* Acts as Herman Miller Living Office “champion” by being proficient in the Living Office concept and ideas. Meaningfully contributes to winning sales engagements by supporting new business development sales executives and customers with this unique knowledge.
* Student of “The Challenger Sales” sales model.
* Assumes ownership of the sales process. Works with other team members as appropriate to complete all projects to client’s satisfaction and within required time frame.
* Promotes and sells design, installation, project management, and other services as appropriate.
* Responsible for fabric finishes and discounting on all final proposals submitted to clients.
* Within guidelines for margins, develops accurate price quotations.
* May conduct post-occupancy evaluation / punch list walk-through along with project manager, if one has been assigned, ensuring timely resolution of any identified issues or problems.
* Works with accounting department to provide prompt and courteous follow-up and investigations of delinquent accounts as necessary.
* Maintains a current working knowledge of developments in the industry and related products, applications, and design concepts. Informs assigned clients on all new products and trends.
* Consistently devotes time to personal and professional development.
* Performs other duties as assigned.

**JOB QUALIFICATIONS: Knowledge, Skills and Abilities**

* Sales and marketing process knowledge – motivation for sales, building relationships, account management, sales planning, market knowledge, selling to the customer needs, meeting sales goals.
* Possesses depth of judgment, knowledge, professionalism and technology skill important for the position.
* Understands the importance of being customer focused, always acting with customers in mind and dedicated to meeting the customers’ expectations, adjusting the strategy as needed.
* Builds and sustains productive working relationships and networks across a diverse spectrum of people.
* Successfully manages multiple and competing projects.
* Demonstrates integrity and trust by acting ethically and gaining the trust and respect of others.
* Proficient in Microsoft Office Suite, especially Word, Excel, and Power Point using a laptop.
* Demonstrated successful negotiations, persuasion, and closing skills.
* Excellent communication, public speaking and presentation skills - writes, speaks, and presents information accurately, concisely, and compelling across communication settings and to a variety of audiences.
* Must possess a valid driver’s license and a good driving record.

**SUPERVISORY RESPONSIBILITIES**

This position has no permanent supervisory responsibilities, but duties require the Account Manager to temporarily direct and coordinate the actions of several different supporting positions within the project team as needed.

**QUALIFICATIONS** *To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.*

**EDUCATION and/or EXPERIENCE**

Bachelor's degree (B. A.) from four-year college or university, architectural or interior design school. Three to five years related experience and/or training (such as project administration or project management or interior design) may be substituted for some experience or formal education requirements. Working knowledge of furniture systems and electrical / cabling issues essential. General understanding of building systems and building codes essential. Previous project-related supervisory experience required. Demonstrated ability to logistically plan all phases of the project cycle essential.

**LANGUAGE SKILLS**

Ability to read, analyze, and interpret general business periodicals, professional journals, technical procedures, or governmental regulations. Ability to read and analyze architectural drawings and blueprints. Ability to write reports, and business correspondence (such as proposals, quotations, letters), in English. Ability to effectively present information, written and verbal, in English, and respond to questions from groups of managers, clients, vendors, and the general public.

**MATHEMATICAL SKILLS**

Ability to calculate figures and amounts such as discounts, interest, commissions, proportions, percentages, area, circumference, and volume. Ability to apply the algebraic and geometric concepts involved in project design desirable.

**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.

**CERTIFICATES, LICENSES, REGISTRATIONS**

Proof of valid California state drivers’ license, and proof of insurance of an operable vehicle required.

**PHYSICAL DEMANDS** *The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.*

While performing the duties of this job, the employee is regularly required to sit; concentrate intensely; talk and hear. The employee frequently is required to stand; walk; and use hands to finger, handle, or feel, and operate a computer keyboard, mouse, and telephone keypad. The employee is occasionally required to reach with hands and arms and stoop, kneel, crouch, or crawl. The employee must regularly lift and/or move up to 10 pounds, frequently lift and/or move up to 25 pounds, and occasionally lift and/or move up to 50 pounds with assistance and/or equipment. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception, and ability to adjust focus.

**WORK ENVIRONMENT** *The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.*

While performing the duties of this job, the employee is occasionally exposed to moving mechanical parts, outside weather conditions, and risk of electrical shock if working at client site. The noise level in the work environment is usually moderate.

Equal Opportunity Employer–minorities/females/veterans/individuals with disabilities/sexual orientation/gender identity.