

WITTIGS

A BETTER WORKPLACE STARTS HERE

Job Title: Account Manager

Exempt: Yes

Job Type: Salary Exempt, Full-Time, 40 Hours

Reports to: Director of Sales and Business Development

Basic Function:

Works with prime accounts to provide continuing service, make sales, and obtain new orders. Regularly works with clients at their businesses to identify needs, advising and consulting on workspace solutions. Responsible for sales volume and margin percent aligning with quarterly and yearly goals. Responsible for full customer satisfaction achieved through working with a support team, staying engaged through fulfillment of the project.

Specific Responsibilities and Duties:

Selling

- Does thorough need analysis to understand client's requirements and preferences for products and services
- Is knowledgeable of dealership's product lines, including product features, application, technical capabilities, specification, etc.
- Understands account servicing, project management, order preparation, order management, factory interface, delivery, and installation, including Sale's role in those processes
- Creates and makes persuasive presentations to customers on dealership's products and services in person, through written/graphic documentation and electronic means
- Is responsible for marketing full range of dealership's products and services to customer
- Working with Dealership support teams, develops accurate and professional quotes and presents to customer in a timely manner
- Ensures responsible close of sale by obtaining signed sales orders, client purchase orders, and deposits as required
- Presents new products and services to customer, and exposes customer to new opportunities to purchase goods and services from dealership
- Identifies account penetration opportunities for additional product or service sales to customer

Customer/Account Servicing

- Is the single point-of-contact or salespersons support for coordinating dealer activities, services, orders and personnel for each assigned account.
- Provides frequent and regular follow-up with customer regarding information for products and services including all support for customer's requests
- Provides timely response to customer's requests for products, services and/or information

- Functions as customer advocate for internal order fulfillment performance
- Supports Wittigs walk or call in business sales as requested
- Maintains comprehensive understanding of customer's needs, corporate goals, business practices and satisfaction/performance criteria
- Is responsible for client relations and on-going relationships with client personnel, and client third parties (contractors, A&D firms, etc.)

Sale Implementation

- Reviews work plans, schedules and logistics established for customer's major projects
- Works with team members, including designers, project managers, customer representatives/project coordinators, installation crews, etc. to coordinate implementation, identifying changes in scope to ensure client satisfaction
- Provides frequent and regular status reports to customer regarding project and work order status
- Attends project and account meetings as required

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.

Goals and Performance

- Meets monthly, quarterly and yearly sales, margin and new business goals as set by the dealership and sales manager
- Provides timely reporting on sales forecasts, new opportunities and business administration data as required by Wittigs management or agreed on in support of our clients.
- Participates in special sales business programs and meetings sponsored by the dealership or in conjunction with the dealership's designated furniture manufacturers; attends training and developmental sessions as determined by the dealership.

Process, Quality and Customer Satisfaction

- Ensures standards of performance are met for all customer work activities
- Establishes costs and sell amounts for all account products and services, based on contract pricing, gross margin guidelines and established service pricing; is responsible for "cost-of-sale" against account purchases
- Ensures documentation standards are maintained for all account activities; ensures dealership process and procedures are followed

Qualifications:

Education and Experience

- Bachelor's Degree business management, advertising, marketing, or other related field, or equivalent work experience
- 5+ years of marketing, sales experience
- Proven account management or other relevant experience
- Demonstrated ability to communicate, present and influence credibly and effectively at all levels of the organization, including executive and C-level
- Experience in delivering client-focused solutions based on customer needs
- Proven ability to manage multiple projects at a time while paying strict attention to detail
- Excellent listening, negotiation and presentation skills
- Excellent verbal and written communications skills
- Self-motivated and able to thrive in a results-driven environment
- Natural relationship builder with integrity, reliability and maturity
- Ability to prioritize among competing tasks
- Critical thinking and problem solving skills
- Excellent time and project management skills.
- Keen attention to detail and adherence to deadlines
- Expert at Microsoft Office Suite, Google Apps, Salesforce and help desk support software

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