

Account Executive

Department: Sales

Reports to: Managing Director of Sales

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Summary

Using their extensive Design experience, the Account Executive represents McCrum's, develops and maintains relationships and influences clients to buy furniture and services from the dealership; Acts as primary point of contact for the customer, and as a product and project solution expert; Has ultimate accountability for customer satisfaction, ensuring all interactions with the customer are executed effectively, and accepts project ownership. This position is responsible for sales volume, margin percent and account growth goals on a monthly, quarterly and yearly basis. This position focuses on the full cycle management of existing accounts. However some new business development activity is required.

Key Tasks and Responsibilities

- Follows up diligently on leads provided by the dealership or through own network, focusing on building and maintaining customer relationships with a view to maintain and grow the client account;
- Makes persuasive presentations to customers on dealership's products and services—in person, through written/graphic documentation and electronic means;
- Develops detailed, accurate and professional looking quotes through own effort or in conjunction with dealership personnel (designers, customer service representatives, project managers, marketing, etc.) and presents these to the customer in a timely manner;
- Develop long term relationships with current accounts, architecture and design firms, facility managers and general contractors;
- Identify critical projects and lead-times with project team as soon as possible throughout the order process to pro-actively initiate orders with manufacturers.
- Functions as the single point of contact for coordinating all dealer activities, services, orders and personnel for each assigned account. Setting up the sale according to set processes so that it can be efficiently managed and administered by the dealership, and the dealership personnel;
- Accountable for quality communication with the client to ensure that accurate information reflecting the customer's needs and design intent is captured and clearly and fully communicated to the design department, assisting in accurate and efficient design specification;
- Compiles and submits complete, accurate and timely paperwork and obtains drawings, approvals purchase orders, deposits and signatures according to dealership processes;
- 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;
- Performs deficiency resolution through client walk-through, communication with client on expected completion and follow up for satisfactory resolution;
- Provides frequent and timely follow-up contact with customer regarding quotations, order status, project progress, after sale services and information, as well as customer satisfaction;
- Conducts a professional, cooperative interface with the customer, the customer's employees, and the customer's third party consultants/subcontractors;
- Meets sales goals as set by the dealership and sales manager and provides timely reports on sales forecasts and new leads as required;



- Regularly presents new products and services to customer and identifies account penetration opportunities for additional product or service sales;
- Participates in special sales programs sponsored by the dealership or in conjunction with the dealership's designated furniture manufacturers; attends dealer/manufacturer meetings and training sessions, including Teknion University as determined by the dealership;
- Adheres to established Sales Division policy and standards to improve efficiencies and accuracy;
- Maintains up to date knowledge of dealership's product lines—product features, comparative benefits, application, technical capabilities, specification, etc. including knowledge of competitor products;

Qualifications

- Three to five years of experience in a sales, interior design, architecture or full cycle account servicing role required;
- Post-secondary studies in marketing, business, interior design, and/or architectural technology would be considered an asset;
- Knowledge of office environment issues such as ergonomics, technology integration, office productivity and general business trends is critical;
- Working knowledge of building codes and an understanding of interior design trends and proof of ability to use these to create beautiful and functional spaces is a definite asset;
- LEED Certification is considered an asset;
- Must be personable, outgoing, self-motivated and willing to work hard;
- Highly developed problem-solving, interpersonal and analytical skills to assess client needs and present relevant and best-fit solutions;
- Expert research, presentation and listening skills along with the ability to read a client/prospect's reaction to a variety of situations;
- Excellent oral and written communication skills;
- Commitment to accuracy, attention to detail, customer service and responsiveness to deadlines;
- Excellent computer literacy, including Microsoft Office Suite, Team Design, AutoCAD and 20/20 is required;
- A valid driver's license and the use of a personal vehicle for business purposes are required.

Compensation

McCrum's offers a comprehensive compensation package with a combination of salary, commission and benefits. Combined income may reach six figures.

To apply, email your cover letter and resume to hrservices@mccrums.com or go to <http://www.mccrums.com/careers>