



McCrum's Office Furnishings

Position: Design Account Specialist
Division: Sales
Reports To: Managing Director of Sales

Summary

The **Design Account Specialist** represents McCrum's and maintains relationships with an assigned corporate client with respect to furniture and service contracts, providing product solution, space planning and creative design expertise; Has ultimate accountability for customer satisfaction, ensuring all Service Level Agreement (SLA) terms are met and interactions with the customer are executed effectively, accepting project ownership. This position is responsible for providing leadership and direction for the program team and ensuring client needs are met.

Responsibilities and Duties

- Acts as dealership liaison to client executive and facilities groups
- Makes presentations and provides expert consultation to customer on dealership's products and services, creative interior design and space planning
- Provides quarterly business updates as required in conjunction with Account Specialist/Account Executive: internal and external
- Creates and coordinates quotes and prices for requested products and services and presents them to the client in a timely manner
- Performs day-to-day specification of client projects in Auto-Cad and Worksheet
- Leads internal program team, coordinating efforts of Sales Support, Design, CSR, Project Managers, warehouse, and operational support staff members to ensure successful and timely execution of the program deliverables
- Functions as the (single or joint) point of contact for coordinating all dealer activities, services, orders and personnel for the assigned client program. Setting up projects according to set processes so that they 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 intent is captured and clearly and fully communicated to the program team
- Regularly reports on SLA terms and ensures responsiveness to requests to ensure compliance
- Other duties as assigned(Bi-weekly meetings, maintains CAD standards)
- May require considerable amount of time at site

Qualifications/Skills

- A minimum of 5 years of design and project management experience
- Post-secondary education in interior design with a focus on office interiors and systems furniture and space planning or facilities management expertise is required
- A CAPM or PMP designation would be a highly regarded asset
- Project planning, problem solving, well-polished communication, interpersonal, and project management abilities including conflict resolution skills are required
- Office systems furniture and product solutions expertise are required
- Demonstrated ability to coach a client through the design and space planning process from concept generation through to installation
- Proficiency with Auto Cad and 20/20 Worksheet software is required
- Highly developed communication and people/project coordination skills

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