



Job Title: Account Manager (Ghent, Waddell, & VividBoard)

Department: Customer Experience

Supervisor: Director of Customer Experience

FLSA: Exempt Job Status: Full Time

Schedule: Monday-Friday 8:00 am to 5:00 pm

Open Date: January 30, 2020

Close Date: February 3, 2020

An employee must be in good standing to bid on an open position. Good standing is defined as no written warning or any type of probation or suspension (90 day window) and must have 6 points or more available (production employees).

JOB DUTIES & RESPONSIBILITIES: Include the following, as well as other duties that may be assigned.

PRINCIPAL DUTIES:

High sales/customer service orientation combined with high attention to detail, is a must. The Account Manager position is responsible for the day-to-day activities of account management (speaking with customers to confirm expectations, finding upselling opportunities and responsible for overall satisfaction of doing business with us). The Account Manager serves as the primary inside contact for dealer during the path to purchase and works with the other support functions (design, sales, operations, etc.) to ensure that dealer needs are met and customer satisfaction is achieved.

Specific Responsibilities in Relationship to Ghent, Waddell, and VividBoard:

- Manage the day to day relationships with existing dealers.
- Work with national accounts dealers to find appropriate solutions and upsell and cross sell to optimize the opportunity (team selling environment collaboratively develop account plans for existing accounts that maximize penetration and retention).
- Lead the development of creative and innovative solutions to meet client needs in a differentiated manner. Collaborate with dealers to provide solutions that meet client functional, aesthetic and budgetary requirements.
- Answer all incoming calls and emails from national accounts dealers.
- Provide quotes and alternatives for the expressed need.
- Enter all national accounts dealer orders as needed.
- Determine and implement RMA's, credits and debits to customer accounts.
- VividBoard projects – assist with artwork (design, content and coordination) and work with graphic designers to get artwork proofs for customers.
- Work closely with the dealer to make sure we clearly understand the project, the end user expectations, and make sure it is a correct fit for our products.
- Build relationships with dealer personnel as a trusted partner in meeting their client's needs.
- Educate dealer on options, processes, lending expertise to the category of visual communication products.
- Support the field national accounts reps with samples, literature, and other support tools.

- Proactive follow-up and outbound calling to build relationships, introduce new products and follow-up on leads.
- Work company assigned hours for the position and additional hours if needed (regular and predictable attendance is required). Position is subject to spontaneous, unplanned face-to-face meetings and working closely with sales managers.
- Additional duties as assigned.

GENERAL RESPONSIBILITIES:

- Ability to build effective relationships (quickly develop rapport with others to assist in the effective production of national accounts).
- Consistently demonstrate ability to respond to changing situations in a flexible manner in order to meet current needs, such as reprioritizing work as necessary.
- Organize job functions and work area to be able to effectively complete varied assignments within established time frames.

QUALIFICATIONS: 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 & Experience: Associate degree required (bachelor degree a plus) or equivalent progressive customer service/professional experience. Minimum four years customer service/sales related environment.

Knowledge and Competencies: The following key competencies represent qualities, traits and behaviors that a successful employee will exhibit. This list is not exhaustive, as other qualities, traits and behaviors are desired.

- Detail oriented.
- Excellent communication ability to follow through on requests for information and select appropriate responses; good listening skills, paying attention to others' communications to ensure understanding; seeking input and showing a genuine interest in others' opinions, facilitating and sharing information within department and across departments.
- Positive/optimistic – Can do, make things happen attitude (genuinely believe the organization can deliver and ability to strengthen dealer relationship).
- Excellent time management and prioritization skills (self-directed and able to function at a high level without supervision).
- Computer literate (Microsoft Office including Excel (spreadsheets), Powerpoint and project applications) and ability and willingness to learn how to use company software for reporting and data analysis.
- Ability to organize and plan – Creating and meeting schedules, taking ownership, fully accountable and responsive to others. Carefully manages employees' time as well as their own.
- Ability to read and comprehend product assembly drawings and procedures and assist others.
- Customer centric – Recognizing and promoting the importance of meeting customer needs – both inside and outside the organization. Resolving internal and external issues with sensitivity and cooperation.
- Ability to use good judgment when making decisions (maintaining professionalism, flex when needed and emotional composure).
- Effective team leadership and team membership – sharing information with peers and managers; effectively working with people across departments and shifts and motivating team to accomplish company goals.
- Ability to problem-solve and troubleshoot, identifying problems immediately and working collaboratively with team mates to effectively resolve (proactive approach).
- Recognized by others as a champion and role model of all the core values.

- Strong conflict management skills – understand the inevitability of conflict and working to resolve with sensitivity and tact, listening and seeking to understand and facilitating the resolution between parties.
- Organizational commitment – Supporting management and organizational decisions.

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 function.

While performing the duties of this job, the employee is regularly required to use hands to finger, handle, or feel. The employee is frequently required to sit for long periods of time, talk or hear. The employee is regularly required to stand, walk and occasionally stoop, kneel, or crouch and may occasionally lift and/or move up to 10 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception, and ability to focus. Ability to travel if necessary (10% domestic travel).

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.

Normal office environment. The performance of this position requires exposure to manufacturing areas where under certain areas require the use of personal protective equipment such as safety glasses and proper footwear. However, travel to trade shows or customer locations will expose you to different climates.

Attention Employees: If you are interested in the position, please see Employee Services for an Internal Job Application.
