



**Job Title: Sales Support Account Manager VividBoard**

**Department: Customer Experience      Manager: Director of Customer Experience**

**FLSA: Non-Exempt      Job Status: Full-Time      Job Class: Admin Support C**

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**Job Duties & Responsibilities:** Include the following, as well as other duties that may be assigned.

### **Purpose of Position:**

The Sales Support Account Manager supports sales and customer support activities for the VividBoard brand. The Sales Support Account Manager effectively identifies opportunities to sell new products while maintaining and deepening our relationships with our customers. They must be able to impress on every interaction and ensure our business gets maximum value from our relationship with customers over time, as well as, in the short term.

### **What You Will Be Doing:**

- Work closely with Account Managers to increase sales and delight customers.
- Find appropriate solutions and provide price quotations.
- Follow up on quotes and close business.
- Take and respond to incoming calls and emails.
- Consult with other departments to resolve order issues.
- Work company assigned hours for the position and additional hours as needed (regular and predictable attendance is required).
- Other duties as required, including but not limited to,
  - Order entry
  - Damage and returns, issuing return authorizations
  - Order tracking
  - Sample requests via interface (PV communication)

**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 from an accredited college or university in business related field preferred or combination of equivalent training and experience. Minimum of two to three years of experience in sales or customer service field required. Proficient in Microsoft Office (Word, PowerPoint, and limited Excel, Outlook)

**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 also desired.

- Able to keep up in a fast-paced environment with multiple projects and stakeholders.
- Resourceful in gathering information and pulling together content, getting questions answered, and overall project execution.

- Deliver results and when they happen, identify, acknowledge and resolve errors with integrity.
- Ability to interface with different business levels and disciplines necessary.
- Commitment to open, high integrity interactions, proactively seeking input, showing a genuine interest in others' opinions, facilitating and sharing information across the division and company
- Creative and bright (problem solver, proactively driving continuous improvement, championing our desire to provide a "wow" experience, where more and more of our dealers and customers feel "This is Exactly What I Wanted" and ability to match creative execution to the strategy).
- Positive/optimistic – Can do, make things happen attitude (genuinely believe the organization can accomplish a lot while managing to a conservative budget and resource allocation).
- Strong professional communication skills both verbal and written (ability to synthesize concepts into concise, well-written communications; ability to translate core features into benefits and creative messaging, as well as creating strong value propositions).
- Project management and follow through (stays with or follows-up on tasks, takes ownership, fully accountable and responsive to others. Focus on initiatives that are integral to the success of our corporate strategy—managing goals, budget and deliverables.
- Curiosity – Interest in listening and learning; always seeking outside perspectives and adept at interactive and iterative conversations (bounce ideas off each other and coming to conclusions)
- Action-oriented ("roll-up your sleeves attitude") – Gathers appropriate input and takes action. Meets deadlines and continues to bring new ideas and projects to accelerate GMI's growth
- Customer Service Oriented – Conveys sensitivity to others (internal and external) and shares appropriate information to cooperatively and fairly resolve concerns.
- Ability to understand the inevitability of conflict and weighs into conflict with sensitivity and tact.

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**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 individual may need to sit, talk and hear as needed. The individual may be required to stand and walk on a level surface for periods of the day. The individual may occasionally lift up to 15-25 pounds. Proper lifting techniques required. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception, and ability to focus.

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**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 (environmentally controlled). 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 and customer locations will expose you to different climates.

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I, the undersigned, have read and understand the duties and responsibilities of this position.

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Employee

Date

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Manager

Date

This job description does not constitute a contract of employment nor alter my status as an at-will employee. I have the right to terminate my employment at any time for any reason, and the Company has a similar right.