



Job Title: Customer Experience Account Specialist

Department: VividBoard Manager: Vice President Sales and Marketing

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

Schedule: Monday – Fridays 8:00 am to 5:00 pm

Open Date: November 1, 2018

Close Date: November 5, 2018

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

Purpose of Position:

The Customer Experience Account Specialist serves as a key member of the VividBoard Sales Team who actively manages projects and accounts as assigned by VividBoard Sales Manager.

What You Will Be Doing:

- ❖ Account Specialist works with assigned customers to move assigned projects through the sales process interacting and following up with customer to close the order.
- ❖ Account Specialist develops and owns personal project pipeline and manages the outcome.
- ❖ Account Specialist has responsibility for managing the art process with VividBoard Customers (working with customer on design and revisions, obtaining sign off, and entering artwork into the system)
- ❖ Account Specialist is responsible for entering VividBoard purchase orders.
- ❖ Account Specialist manages sample requests via our Contract Partner 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 is preferred or a minimum of two years working in a sales or sales support role. Must be proficient in Microsoft Office Word, Excel, and 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.

- ❖ Positive/Optimistic /Can do attitude. One who genuinely believes the organization can accomplish the goals.
- ❖ Able to work in a fast-paced environment with multiple projects and stakeholders.

- ❖ Strong project management skills and follow through. Takes ownership and follows up on tasks.
- ❖ Strong communication skills - both verbal and written, with an ability to synthesize concepts into concise, well-written communications and possess the ability to translate core features into strong value propositions.
- ❖ 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.
- ❖ 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)
- ❖ Customer Service Oriented – wants to delight the Customer and help deliver to GMi’s tenet of delivering Customers a “That is Exactly What I Wanted” experience.

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.

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.

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