

JOB DESCRIPTION

Job Title: Account Relationship Manager – Commercial Flooring
Reports to: VP of Sales & Marketing

Job Level: Professional
FLSA: Exempt

Job Summary:

This position is responsible for developing and maintaining new and existing relationships in the flooring industry and bringing a consistent flow of profitable new flooring sales business into the company in accordance with FSM's sales and marketing goals while providing exceptional sales and customer relations services, maintaining and improving the company's competitive position, and increasing FSM's market share.

*Essential Job Duties:

- Identifies and grows opportunities within the flooring industry and collaborates with Vice President of Marketing to ensure growth and attainment.
- Creates sales and marketing goals based on quantifiable assessment and analysis of current and potential partner/customers.
- Coordinates sales efforts with other team members and management to identify unique customer needs, networking opportunities, special programs, marketing, and anything needed to increase market share.
- Identifies and communicates to management any specific customer preferences, requests for products or services, industry changes, and immediately works to provide a resolution to customer needs or concerns.
- Follows-up on leads, jobs, quotes, specifications, sales and networking opportunities, and is able to offer systems and solutions to customers.
- Ensures timely and successful delivery of FSM solutions and products according to customer needs and objectives.
- Communicates clearly the progress of weekly/monthly/quarterly initiatives to internal and external stakeholders.
- Forecasts and tracks key account metrics.
- Assists with high impact requests or issue escalations as required.
- Represents FSM at company events, trade shows, and industry events, for the purpose of networking, building professional and positive relationships that lead to new business opportunities. Maintains a positive, respectful relationship with other companies in the industry and related industries.

Qualifications:

- Bachelor's degree and a minimum 3 years of experience selling flooring or related products.
- Results driven and self-motivated, able to work independently and with a team
- Ability to travel
- Excellent verbal and written communication skills, listening skills, and able to coordinate multiple projects, tasks and job needs simultaneously
- Strong math skills, able to calculate figures, per square foot costs, discounts, amounts, and volume
- Proficient in using Microsoft Office: Outlook, Word, Excel and Power Point
- Valid driver's license required and a good driving record

Supervisory Responsibilities: None.

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.

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 functions.*

The associate is regularly required to sit. The associated is occasionally required to walk, stoop, kneel, crouch, and reach with hands and arms. The associate is occasionally required to lift and/or move up to 25 pounds.

*This job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee. Other duties, responsibilities and activities may change or be assigned at any time with or without notice.

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By: Kimberly Taha, Director HR