

Account Manager

Job Type: Full Time
Location: Onsite
Reports To: President

This position is responsible for the daily management of new and current accounts, including coordinating services, answering questions, resolving issues, and maintaining timeliness, and strong client engagement throughout the life of the account.

Frequent networking and event engagement will be a primary function to build a prospective business. and generate new opportunities on behalf of Interior Resources Group.

This position may require frequent project site visits to oversee accuracy and will serve as the main point of contact between the client, our installation teams, design teams, and support.

Must be able to work on multiple accounts, with overlapping schedules, and must be able to multitask.

Key responsibilities of this position include the following:

- Knowledge of products and solutions for a variety of workplace environments.
- Extensive organization and communicative skills.
- Develop and implement a work plan, schedule, and logistics.
- Review project site, plans, product specifications, and other documents; identify issues that could affect the success of the project.
- Provide a single point of contact for, coordinate with, and regularly update clients, internal team, and all third-party firms (contractors, cabling vendor, building manager, electrician, and other trades, client's facility and IT groups, movers, etc.) throughout the project.
- Ensure the client's and Interior Resources Group's expectations are met.
- Work directly with the client regarding changes to the project scope, assessment of possible constraints, and identification of new service opportunities.
- Monitor the profitability of a project.
- Lead special projects.
- Help to establish, develop, and maintain the desired levels of customer satisfaction for each account and project.
- Conduct sales calls on an ongoing basis.
- Participate in regular team meetings and update all parties on the status of projects and activities.
- Identify and enlist resources necessary to effectively service the customer.
- Proficiency in Microsoft Word, Excel, Outlook, and PowerPoint.
- Excellent verbal and written communication skills.
- Ability to build and maintain internal and external partnerships.

Company Benefits:

- Industry-leading commission plan
- Paid vacation, holidays, and maternity
- 401K
- Medical and dental insurance