

Account Manager – Toronto

Global Group, Canada's largest office furniture manufacturer currently has a position available for an Account Manager to be located in Toronto.

General Accountabilities

The Account Manager is responsible for selling and supporting the sale of Global Group's products to major accounts by working with established customers and related influencers to increase account sales penetration. Maintaining exemplary, measured, service relationships at all levels is achieved by working closely with Global internal resources and with Global's Dealer network across Canada. This position applies complete knowledge of all the organization's products and policies to close sales, and uses specialized training within product lines and services to maximize sales efforts.

Specific Accountabilities

- Selling Global Group's products to existing major customers by interacting and building business relationships with established clients, as well as contacting existing customers to introduce new products as they are developed and launched
- Respond to all competitive requests (RFP, RFI, RFQ, etc.) that may require pricing and presentations
- Knowledge of all contractual customer commitments and the overall execution of those commitments
- Triage and be accountable for escalations to follow-up with internal Global Group functions
- Maintain Global client product standards and manage changes, communicate these changes to the dealer network
- Developing sales strategies to capture and maintain prime accounts while utilizing strategic selling techniques such as profiling potential customers, multi-level relationship building, and product presentations to strategically close sales
- Managing all accounts by ensuring that the selling and product installation process is consistent with the needs of the clients, and that all orders are processed on time and according to specifications. To achieve this, the Account Manager is responsible for working with the Sales Lead, Dealer PM's, consultants such as Project Management firms and Architectural and Design firms, to ensure Dealers/Customers are informed of order progress, as well as ensure that all project activities are effectively co-ordinated between the Dealer/Customer and the Dealer Project Manager
- Working with existing and potential customers on modifications to Global Group's products to meet tailored customer requirements (special orders/custom requirements)
- Serves as liaison between current and potential customers and the organization to resolve questions regarding products/services
- Educating existing customers of Global Group's products through Lunch and Learns, Video introductions, Brochures, etc. Introduce all new products either at showroom presentations or at customers' facility
- Ensuring customers are kept current on new products and changes to existing product lines by introducing and informing customers of new product launches, product finishes, plan ideas, and product changes in a timely manner

- Maintaining and generating accurate reports (e.g. sales forecasts, special quotations, monthly sales funnel, etc.) such that the Sales team is able to effectively measure sales results, as well as ensuring that accurate client information is maintained in the sales database
- Continuously develop and maintain knowledge of Furniture and broader Contract Interiors Industry through internal and external learning initiatives
- Participation in Corporate Account Team activities and meetings, and participation in the development of client specific value-add programs and initiatives to provide a competitive advantage to leverage additional furniture sales
- Assist in organization and participation in client-focused entertainment and educational events
- Occasional travel within Canada for client requirements

Qualification and Experience

- Post secondary education with a degree in Sales or Marketing
- Minimum of 5 years of b2b/major account selling experience
- Strong knowledge of sales process and strategic selling techniques
- Strong computer skills, including Microsoft Word, Excel, Powerpoint

Competencies

- Excellent verbal and written communication skills
- Excellent presentation and interpersonal skills
- Well developed negotiation skills
- Well developed organizational and decision-making skills
- Strong team building skills
- Excellent time management skills

General Information

Interested applicants should send their resume to careers@globalfurnituregroup.com with the subject line 'Account Manager'. We thank all candidates for their interest, however, only those selected for an interview will be contacted. No agencies please.

Global Furniture Group values employment equity and is an equal opportunity employer. We will accommodate the needs of applicants with disabilities during the recruitment process. Those requiring accommodation should advise Human Resources and Global will provide suitable accommodation in a manner that considers the applicant's accessibility needs due to disability.