



JOB DESCRIPTION

Job Title: Technology Account Manager
Department: Sales
Reports To: Sales Manager - Technology
FLSA Status: Exempt

Position Summary: A Technology Account Manager at iSpace is a self-motivated consultative seller of audio-visual solutions. Audio-visual solutions include: Video and audio conferencing, digital signage and collaboration technologies. An Account Manager finds the best solutions that work with our customer's needs, wants and budget, while maintaining constant and consistent communication.

Essential Duties and Responsibilities: To perform this job successfully, an individual must be able to perform the following satisfactorily; other duties may be assigned. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

1. **Proactively Manages & Develops day-to-day Relationships with Assigned and new Customers**
 - Able to manage basic client issue resolution with minimal support
 - Initiate customer conversations for projects frequently.
 - Ensure iSpace is current with monthly revenue projections
 - Receive customer requests, manage customer expectations and communicate/delegate to internal teams.
 - Clearly communicate iSpace deliverables, customer requirements and timeline need to ensure iSpace is positioned to execute a successful project
 - Clearly communicate payment terms relating to timeline needs
 - Obtain customer decisions, feedback, and approvals in support of project timelines
 - ✓ Signed proposals
 - ✓ Signed Scope of Work
 - Schedule site visits with appropriate internal resources at various phases of the projects
 - Ensure customer requirements are proactively communicated
 - Regularly communicate project updates and recaps to customers
 - Complete meeting recaps, task lists/next steps, follow up items, and status
 - Recognize the need for change orders and communicate to customers in a timely manner
 - Utilize Scope of Work as a tool to hold internal and external customer accountable to their deliverables to ensure successful and timely project completion
 - Work with Field Services to communicate all punch list items and keep customer updated through to completion.
 - Participates in client testing, training, and sign-off as needed
2. **Manage all Internal/External Communications and Meetings for Assigned Projects**
 - The position is responsible for identifying the appropriate level of communication needed for each project (scalability) adjusting meeting content, attendees and project options based on current client or project issues
 - The position recognizes new business opportunities with assigned clients
 - Creates projects and delegates initial tasks at the appropriate times to the design, project and installation teams
 - Update projects with current documentation (proposals, SOW, notes and status)



- Use/distribute Project Information Worksheets for each project to provide Accounting and Operations details needed to successfully complete their roles within the project
- Using the Handoff Meeting, Kickoff Meeting and Post Op Meeting agendas; schedule, facilitate and lead meetings for all assigned projects/events when necessary based on size and scope of work, or as directed by management and/or leadership
- Create and disseminate project timelines based on project complexity, customer needs, and internal resources
- Coordinate installation needs with Field Services Manager
- Send customer all final project documentation: as-builts, code, client sign-off, survey request and transition/introduction to iSpace team

3. **Serve as a Steward of iSpace Core Values and Brand**

- Excellence: Be the Best. Commit to the Customer Experience. Attention to Details.
- Integrity: Be Genuine. Dependable. Empathetic.
- Expertise: Be an Authority. Knowledgeable. Confident.
- Creativity: Be Visionary. Inventive. Authentic.
- Work Ethic: Be Tenacious. Execute. Teamwork.
- Fun: Be Positive. Fresh. Collaborate.

4. **Other duties as needed to meet business needs**

Competencies: To perform the job successfully, an individual should demonstrate the following.

Adaptability - Adapts to changes in the work environment. Changes approach or method to best fit the situation. Manages competing demands.

Communications - Exhibits good listening and comprehension. Expresses ideas and thoughts in written form. Expresses ideas and thoughts verbally. Keeps others adequately informed. Selects and uses appropriate communication methods.

Cooperation - Displays positive outlook and pleasant manner. Establishes and maintains effective relations. Exhibits tact and consideration. Helps and support to co-workers. Works actively to resolve conflicts. Works cooperatively in group situations.

Customer Service - Displays courtesy and sensitivity. Manages difficult or emotional customer situations. Meets commitments. Responds promptly to customer needs. Solicits customer feedback to improve service.

Problem Solving - Develops alternative solutions. Gathers and analyzes information skillfully. Identifies problems in a timely manner. Resolves problems in early stages. Works well in group problem solving situations.

Sales Skills - Achieves sales goals; overcomes objections with persuasion and persistence; initiates new contacts; maintains customer satisfaction; maintains records and promptly submits information.

Qualifications: To perform this job successfully, an individual 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:

Bachelor's degree from four-year College or University preferred or equivalent combination of education and experience. 5+ years demonstrated success in a deadline driven, customer-experience based business model requiring strong project management skills.

- Successful outside sales experience selling to small and medium sized businesses in-a-given territory
- Must have the ability to make sales presentations to small and large sized groups
- Strong analytical, time management, problem solving, prioritization and planning skills
- Exceptional verbal and written communication skills are essential along with computer skills, including spreadsheets, presentation, and word processing programs

External candidates: 5+ experience in a customer-facing role Minimum of 3 years in the audio-visual industry. CTS certification preferred.

Internal candidates: Typically, 2+ years successful performance with iSpace, leading to a strong understanding of iSpace's business model and knowledge of Client Service department operations.

Computer Skills:

Highly proficient with Microsoft Office Suite, including Word, Excel and PowerPoint. Software proficiency - ability to become proficient in others as needed.

Requirements:

- Must have proven ability to drive growth and profitability and lead / influence teams
- Strong aptitude for technology: Audio visual, network and video conferencing.
- Must have an exceptional ability to guide teams, influence projects and drive results
- Strong customer focus with solution orientation
- Must possess strong attention to detail and time management skills
- Strong, effective communication with coworkers and clients at various levels
- Desire and ability to succeed in a fast-paced, results driven environment
- Must be flexible and adept with multi-tasking and changing priorities
- Detail and organizational skills are essential for success
- Ability to manage multiple projects and delegate to other team members
- Must have proven ability to collaborate within teams and cross-functionally and meet deadlines.
- Willingness and ability to work beyond a normal work schedule during peak periods to ensure client needs are met.
- Ability to travel up to 10%

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. The noise level is usually moderate.

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.

While performing the duties of this Job, the employee is regularly required to sit; reach with hands and arms and talk or hear. The employee is occasionally required to stand; walk and stoop. The employee must regularly lift and /or move up to 10 pounds and occasionally lift and/or move up to 25 pounds. Specific vision abilities required by this job include Close vision, Distance vision, Depth perception and



Ability to adjust focus.

The above job description is not intended to be an all-inclusive list of duties and standards of the position. Incumbents will follow any other instructions, and perform any other related duties, as assigned by their supervisor.

Acknowledged: Employee Signature/

Date

Print: Employee Name

Acknowledged: Supervisor/Manager Signature

Date