

JOB DESCRIPTION

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

Position Summary: The role of the Architectural Products Account Manager is to manage the account relationships by meeting and exceeding the customers' expectations consistently and keeping a sustainable book of business. You will interact with architects, contractors, owners, facility managers and manufacturers to influence the specification and purchase of architectural products within the iSPACE portfolio. Products will include:

- Architectural Walls
- Custom and Modular Millwork
- Acoustical abatement products
- Interior building signage
- Architectural interior glass
- Architectural Metal product
- Window Treatments

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 Customers**

- Able to manage basic client issue resolution with minimal/no AP support
- Initiate customer conversations for projects frequently (may vary by customer) to:
 - Ensure iSpace is current with monthly revenue projections
 - Clearly communicate iSpace deliverables, customer requirements and timeline needs to ensure iSpace is positioned to execute a successful project
 - Receive customer requests, manage customer expectations, delegate to internal teams.
 - Clearly communicate payment terms relating to timeline needs
 - (deposit invoice requirements)
 - 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 CO's 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 (defined in Handoff meetings who will be responsible at the project level)

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
- Work with Field PMs to confirm completion of customer requirements prior to installation
- Create and disseminate project timelines based on project complexity, customer needs, and internal resources
- Coordinate installation needs with Field Services Manager
 - What resources/skills sets are needed
 - Room availability
 - Customer timeline requirements
- Delegate CO creation to Design team or create CO's (such as labor only changes) and submit to client
- Prepare final paperwork for invoicing; work with accounting to submit to Sr. AM or AP for approval on margin variances prior to sending to customer
- Invoice in a timely manner, planning to invoice as soon as it is possible upon completion of work
- 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 - Accepts criticism and feedback. 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. Offers assistance 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 in architecture, engineering, design or similar field required. 5+ years demonstrated success in a deadline driven, customer-experience based business model requiring strong project management skills.

- Architectural/construction industries sales experience
- A strong understanding of construction, real estate, and job site conditions
- Strong product and technical knowledge, including applicable building codes, pricing, price estimating, electricity and cabling, etc.
- Comfortable in participating in the construction process and interacting with a General Contractor and Architect
- 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+ years experience in a customer-facing role and project management experience required. Minimum of 5 years architectural wall/GC or design experience.

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
- 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



- 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

iSpace is an equal opportunity, affirmative action, and veteran-friendly employer. iSpace recognizes that a diverse workforce is essential and strongly encourages qualified women, minorities, individuals with disabilities, and veterans to apply. We will make reasonable accommodations to all qualified applicants with disabilities.