

JOB DESCRIPTION

Job Title: Account Manager/Designer – Automotive Group
Department: Sales/Design
Reports To: Director of Sales
FLSA Status: Exempt

Position Summary:

The role of the Account Manager/Designer - Automotive Group (AMD) is a hybrid sales role that is passionate and self-motivate individual providing both design and sales consulting function focused on automotive dealerships and related business sectors across the country. The primary function is to design, sell, consult, and support existing client requests while providing platinum service, accurate and timely deliverables and being a leader in a fast paced ever changing environment.

Overview: outlined below are the areas of excellence required to be a high achiever in this role. 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.

- **Design**
 - Design spaces that meet manufacturers standards specifications, including office and lounge furniture, millwork, and specialty products within a week defined process.
 - Assumes total responsibility for design and specification, and management of project team (if other designers are required).
 - Prepare client presentations.
 - Leads in ensuring the accuracy of all drawings and specifications before presenting to the selling team member or client – operate with little to no specification errors.
 - Demonstrates expert knowledge in design trends and appropriate product application.
 - Demonstrates expert knowledge of Teknion research and lead in consultative selling efforts.
 - Prepares and presents design contracts, assists Design Team members with contracts.
 - Serves as mentor and coach to other design team members.
 - Demonstrates expert level rendering and presentation capability.
- **Manage**
 - Provide accurate and concise project deliverables on time.
 - Manage multiple projects and different facets of a project at one time.
 - Efficient and resourceful problem solver.
 - Manage weekly workload and sales funnel to ensure customer and business objectives are being met.
 - Familiar with construction documents and drawing sets.
 - Effectively understand design intent, product application and design solutions accordingly.
 - Be an integral partner with the various influencers and trades on each project.
- **Sales & Sales Consultant**
 - Build a lasting & trusting relationship with customers and become an extension of their business.
 - Have extensive product knowledge and experience on product placement while knowing the benefit to the customers and employees.



- o Constantly be learning on topics such as workplace trends, business drivers, customers service, automotive news, and related topics.
- o Manage and update all activities within a CRM tool weekly.

Serve as a Steward of iSpace Core Values and Brand

- We are **EXPERTS**: We provide well-thought-out solutions to support our client's business needs.
- We are **RESOURCEFUL**: We will find ways to get it done and make it look easy.
- We **VALUE** all **PARTNERSHIPS**: Our partners are not viewed as transactions, but friends. We support each other and celebrate in each other's successes.
- We believe in **TEAMWORK**: All of us together are better than each of us alone.
- We have **FUN**: Having fun is part of our work experience. We bring our culture to life by enjoying ourselves and each other.

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:

Education from four-year College or University preferred or equivalent combination of education and experience in Interior, Industrial or Architectural Design and a minimum of 5 years' experience in furniture/office/space planning.

Dealership experience preferable, especially in the Auto Industry. Knowledge of building codes for design required.

External candidates: 5+ experience in a customer-facing role. Minimum of 5 years office furniture 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. Advanced proficiency in AutoCAD and specification software(s).

Requirements:

- Strong customer focus with solution orientation.
- Must possess strong 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 25-50%.

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 environments is an Equal Opportunity Employer and will not discriminate against or harass any employee or applicant for employment because of race, color, creed, religion, national origin, sex, sexual orientation, disability, age, marital status, familial status, membership or activity in a local human rights commission, status with regard to public assistance, or any other basis under law.