

JOB DESCRIPTION¹⁰⁻⁰¹⁻¹⁷

DEPARTMENT: Client Services

MANAGER:

Craig Lansley

JOB TITLE: Account Executive

DATE UPDATED:

10/24/17

COMPANY BACKGROUND

Creative Materials Corporation (www.porcelaintile.com/www.creativematerialscorp.com), established in 1993, specializes in the supply of architectural tile and natural stone to the commercial construction industry. With corporate offices in Albany, NY and established markets across the U.S., Creative Materials represents hundreds of manufacturers of interior and exterior finish materials worldwide and excels in the promotion and specification of said materials with architects, interior designers and multi-unit corporate brands. With a focus on large commercial projects and multi-unit national account brands, Creative Materials can provide its clients with a unique value proposition including dedicated service teams, project management and superior logistics services ensuring that the supply of its building materials to complex commercial construction projects is achieved on time and on budget.

Creative Materials closely manages all projects from the initial design and specification stage to ordering and delivery of material. The company also provides value-based information on installation and maintenance. Logistics, customer service and sales departments are all integrated and create an attentive and dedicated team that proactively responds to the client and understands the entire design, development and construction process.

LOCATION

Position is based in Creative Materials' corporate headquarters located in Albany, NY.

SUMMARY

Reporting to the Client Services Manager, an Account Executive plays a vital role as the primary owner of corporate relationships and customer satisfaction. Although in a team environment, this position requires a detail-oriented, proactive, and engaging professional who takes ownership of their responsibilities with an emphasis on anticipating the needs of the organization, corporate partners, and customers. An Account Executive must be self-motivated, organized, and disciplined to execute in a multi-faceted business environment proactively – strategic, planned, and purposeful activity is essential in maximizing the customer experience and to organizational success. Ability to build external and internal relationships is a must.

The person selected to fill this position could be communicating with customers who speak French as a first language. While not a requirement, being fluent in French is desired.

RESPONSIBILITIES

- Be the subject matter expert pertaining to corporate accounts assigned.
- Be the main point of contact with counterpart at assigned corporate accounts. Build a rapport that allows for information to be shared which will be beneficial to the success of their program.
- Working independently, gather information to determine those general contractors and tile subcontractors that will be bidding on construction projects we have been specified on and provide price quotes to said contractors/subcontractors.

- Work with external customers to confirm and/or obtain all information necessary to finalize sales orders, with special attention being paid to lead times, products and quantities, delivery parameters and requirements, and payment arrangements. Responsibilities related to sales order finalization include:
 - Checking stock availability of requested products, whether at Company third-party warehouses or manufacturer facilities.
 - Entering sales quotes and/or orders as necessary in support of customer requirements.
 - Working with external customers to obtain approvals on sales orders and verifying that payment arrangements which were made are executed against in advance of order moving to the shipping department, as required.
 - Ensuring that all requisite activities and paperwork has been handled and that a sales order is set up for success before transitioning the order to the shipping department for release and shipment to the end-customer.
- Create and issue necessary documents related to the purchase of materials from Company vendors to fulfill customer sales orders (Project Registrations, Purchase Orders, Order Acknowledgements, etc.).

SKILLS AND QUALIFICATIONS

- Strong competency in standard MS Office applications, especially Outlook, Word and Excel.
- Strong interpersonal skills – notably communication, engagement and confidence.
- A high attention to detail and a keen ability to function in a constantly-changing environment which requires rapidly shifting priorities.
- A proven track record of success with both individual and collaborative problem-solving, showing demonstrable evidence of sound judgment and decision-making.
- A degree in Business Administration or a related field which is supportive of the role is strongly preferred, but not required.
- While experience is helpful, recent or upcoming college graduates are encouraged to apply.
- Candidates who are fluent in French desired, so please make note on your resume and/or cover letter.