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JOB DESCRIPTION

Job Title:	Director of Strategic Accounts	Job Series:	ADM
Job Level:	Director	FLSA Status:	Exempt
Reports to:	CEO	Division:	Administration
Department:	Account Management		

The Company: Inside Edge is a progressive, entrepreneurially spirited employee-owned company headquartered in Eagan, MN. Named a 5X Top 100 Workplace, the company originated in 2004, and has grown to be the national leader in commercial retail flooring services. We do business with the nation's "Top 40" retailers (i.e. Kohls, Target, Dick's Sporting Goods, Office Depot, Party City, Best Buy, etc.) and the top Senior Living chains. The company's "program" approach is unique in the market and is supported by industry leading technology - - including a proprietary IEX on-line project management system - - which has enabled significant growth.

Job Summary: This position is responsible for advancing and protecting our position with core accounts by developing a stronger and more capable Account Management Team and integrating Strategic Account Management capabilities. This position will be a player/coach in that intimate knowledge of the business and our customers is required to effectively service the accounts and advance the team. The Director role is accountable for producing revenue, margin, and customer satisfaction results through the effective coordination of direct resources as well as matrixed support across company functional groups. The Director is accountable for the strategic planning, plan execution, and directing of capacity in supporting account objectives. This role will be responsible for the evaluation, performance management, coaching, and development of their Account Management Team. This position will work collaboratively with the Sales/Business Development and Operations teams. This position will be part of the functional Management team and report directly to the CEO.

Duties and Responsibilities include the following. Other duties may be assigned.

- **Builds a Strategic Account Management capability that enhances our customers' experience.**
 - Develops and deploys a Strategic Account Management (SAM) system that ensures that objectives and winning strategies are defined per account, plans are executed, results are tracked, and teams are managed to improve the Customers' experience.
 - Defines and implements Strategic Account Plans that drive financial, operational, growth, customer facing, and account planning performance.
- **Deploys and Demonstrates "best practices" for Strategic Account Management.**
 - Works the plan detail with specific accounts to understand the strategies, business

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- processes, service levels, and economics so that SAM improvements can be identified and implemented.
- Delivers on specific account plan metrics including revenue, margins, and service levels.
- Demonstrates and coaches on how to optimize the opportunity pipeline, develop wider/deeper relationships, differentiate and measure service, and proactively execute on profitable strategies.
- Demonstrates focused Account team leadership and manages Account Team effectiveness by aligning all cross-functional resources to the specific business need.
- **Builds an Industry Leading Account Management Workgroup.**
 - Develops the vision and maintains clarity in roles for the Account Management structure.
 - Effectively assesses the required competencies and skillsets to support customers and strategy.
 - Effectively and proactively manages capacity and capabilities against the cyclical business needs.
 - Identifies, develops, and deploys the critical talent to consistently differentiate Inside Edge.
 - Deploys efficient systems and communication channels to increase responsiveness and accelerate learning and development.

Demonstrated Competencies:

- **Customer Focused (deliver value - relationship building - negotiation)**
 - Demonstrated success in consultative selling from requirements gathering, to delivering a unique valued solution, to extracting the right value. Track record in developing strategic relationships.
 - Demonstrated ability to be hands-on and work the detail, work the plan, manage the customer.
- **Strategic Account Management – creates and captures customer value**
 - Demonstrated quick study on markets, drivers, and identifying opportunities.
 - Strategic Orientation with Results Focus: Ability to develop and execute a strategic account plan that delivers a differentiated solution and creates a sustainable competitive advantage.
 - Ability to sell the value proposition and capture the optimized value.
 - Ability to manage risk, drive to financial/budget targets.
- **Organizational Development (talent identification, development, and coaching for growth)**
 - Success in building a growth culture which is innovative, accountable, and results driven.
 - Demonstrated discipline in performance management and coaching specific competencies/skills.
 - Demonstrated ability to structure, manage capacity, and integrate strong cross-functional teams.
 - Track record for developing and elevating employees to higher level roles.

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- **Collaboration – (integration and strategic influence)**
 - Demonstrated success in integrating within smaller service divisions or organizations.
 - Demonstrated track record of building strategic influence and level 3 leadership.

Qualifications

- + 10 years of Sales/Sales Management and/or Strategic Account Management experience.
- Experience with >\$50M company in the Construction or Facilities Service Industries that support Retail, Corporate, Hospitality, and or Sr. Living Construction or Facilities groups.
- Track record of engaging and developing strategic partnering relationships with customers and industry collaborators through consultative selling.
- Track record of developing and executing strategic account plans to defined metrics.
- Track record in building successful cross-functional Strategic Account teams that own the customer experience, growth objectives, and financial performance.
- Demonstrated competency in integrating Salesforce or other CRM platform

The Ideal Candidate...

- has considerable experience selling construction or facilities services - ideally to retail.
- has worked in multiple organizations and demonstrated the ability and resiliency to integrate quickly within a customer centric and fast paced environment.
- will roll-up sleeves and be an individual contributor as well as a manager and leader.
- has demonstrated a high level of managerial skills and has led a group of strategic account teams and/or customer aligned Business Units.
- has demonstrated that the Sales team/Account teams can deliver consistent growth.
- has a service mindset, is planful, disciplined, results oriented, and communicates well.
- has good EI: Self-awareness and management, social skills, relationship management
- has experience with Salesforce CRM.
- possesses upside growth potential for higher level strategic roles.
- demonstrates the ability to work collaboratively with employees, managers, executives.
- has championed and successfully implemented change processes and behaviors.