

11.21.2018

## JOB DESCRIPTION

<b>Job Title:</b>	<b>Account Manager – Senior Living</b>	<b>Job Series:</b>	OPS
<b>Job Level:</b>	L1	<b>FLSA Status:</b>	Exempt
<b>Reports to:</b>	Director of Strategic Accounts	<b>Division:</b>	Operations
<b>Department:</b>	Operations		

**The Company:** Inside Edge is a progressive, professional services company headquartered in Eagan, MN. Originated in 2004, the company has grown to be the national leader in Senior Living and Commercial flooring services. We do business with the nation's leading Senior Living Operators (i.e. Brookdale, Sunrise, Holiday, etc.) as well as the "Top 40" retailers (i.e. Kohl's, Target, Dick's Sporting Goods, Office Depot, Party City, Best Buy, etc.). As an employee-owned company, our unique program approach provides industry-leading pre-project through project close-out support. From site assessment and budgeting to installation we deliver a comprehensive menu of services utilizing proprietary project management technology.

**Job Summary:** This role requires a customer focused, strategic, and results driven individual with a "business owner" mindset. This position develops strong direct relationships with the end user while internally communicating customer needs with the rest of the labor and operations team. The role ensures that customer requirements are being met, that value is being provided, and that the account team is focused on growing the account position and executing to acceptable profitability targets. The AM must obtain clear scope and requirements on a project by project basis and ensure scope is clearly communicated internally. This role is also responsible for job code creation within our proprietary JobX program and will be responsible for the ownership of our work order system. Strong organizational and communication skills are required as well as being a resilient and effective problem-solver. The ideal candidate for this role gets excited about identifying opportunities and applying our service offerings to improve our customers' business and bottom line.

### Essential Functions/Accountabilities:

➤ **Responsibilities –**

- Works in a team environment to ensure customers' needs are being met and projects are progressing forward in a timely and cost-effective manner.
- Proactively applies strong problem-solving and customer service skills to effectively meet the needs of the customer.
- Reviews scope of work for project by using plans and takeoffs from the estimator.
- Create sales quotes and facilitates internal review to meet project bid due date.
- Communicates any issues that arise with the end user in a timely manner.
- Uses the proprietary JobX System to create job codes, define scope, load pertinent documents, maintain work orders, and assign appropriate internal team members.

11.21.2018

- Holds reoccurring account specific meetings with the internal team (including National Account Executives, Project Managers, Estimators, Material Specialists, Project Coordinators, Labor scheduling, and Field Techs) to review status of active projects as well as potential future activity.
- Communicates regularly with end user per the customer's required method (i.e. weekly status reports, loading documents to customer portal, etc.)
- Monitors financials on each project, clearly noting any variances to budgeted costs and revenue.
- Has a keen eye for detail, consistently and accurately follows procedures.
- "Owns" problems and sees them through to completion. Documents solutions and ensures others are informed of changes and developments.
- Commits to professional development through relevant training provided by the company.
- Performs project close out duties, including but not limited to noting variances, ensuring invoicing has been completed, and closing IEX job code.
- Ensures our CustomerX profile for each assigned account is updated with pertinent info including but not limited to accurate material pricing, general scope documents, team member assignments and job types.
- Performs other related duties as assigned.

## Key Characteristics and Competencies

- *Commitment to results* - The Account Manager for Senior Living is customer focused, goal driven, and action oriented. He or she translates broad goals into actionable steps, anticipates and solves problems, and takes advantage of opportunities. They are a self-starter, well organized, a true team player, and bring a high level of customer focus to the organization. They work well in a fast-paced environment.
- *Business savvy* - As a key player on the Senior Living Team, this position requires a demonstrated ability to understand the business needs of the end customer and translate those into successful and executable strategies. They possess strong critical thinking skills, demonstrate decisive decision-making, and are strategic and planful.
- *Leading success* – This position "leads" the team activities and ensures that team activities are being completed on-time and to the satisfaction of the customer. They demonstrate good fundamental problem-solving skills, are resilient, and can operate effectively and positively in an ambiguous environment. They communicate effectively and in a timely manner and set the expectations for service standards within their accounts.
- *Commitment to Quality* – They demonstrate consistent attention to detail and deliver a consistent and industry-leading customer experience. They conduct post-mortems to identify root cause to issues and initiate action plans to implement permanent fixes.

## Qualifications

- Commercial Flooring Experience (project and/or installation) (5-10 years)
- Senior Living experience (3-5 years)
- Track record of successfully managing large strategic accounts.
- Demonstrated ability to develop and manage strategic relationships with customers.
- Undergraduate Degree
- Proficient with Microsoft office suite of programs.
- Track record of developing and executing strategic account plans to defined metrics.