



JOB DESCRIPTION

TITLE:	Strategic Account Manager	DATE:	9/2021
REPORTS TO:	Sales VP	FLSA STATUS:	Exempt
DEPARTMENT:	Sales	MGT/SPVR:	No

PIVOT INTERIORS

Our organization includes a strategic team of big thinkers and creatives who truly work interdependently. Whether designing projects for our innovative clients, developing multi-pronged marketing strategies, or delivering a preeminent customer experience, we are constantly finding ways to underscore our promise to partner with our clients to make inspiring spaces that unlock their people's greatest potential. The pace is fast, the learning is constant...but as part of a team this driven, the possibilities are endless.

Your Role At Pivot

Pivot creates workplace environments to enable people to do their best work and as the Strategic Account Manager, you are responsible for improving Pivot's market position and achieving financial growth. You will promote our solutions and services to the largest and fastest growing, elite clients we serve. You will act, in close collaboration with an account team, as the primary driver for account penetration and growth. You are a natural leader and problem-solver, creating opportunity and removing obstacles. You will engage in early exploration and design development, liaise with outside partners, align our value-added services with the client's business drivers —that ultimately fulfill their workplace vision and strategy. You will liaise with your internal project team members and manage client relationships through project award. You will act as an advocate for your clients and communicating feedback and desired outcomes with the project team.

ESSENTIAL DUTIES AND RESPONSIBILITIES *include the following. Other duties may be assigned.*

- Responsible for developing new opportunities and growth within key accounts with an emphasis on building strong end-user relationships.
- Lead and develop and maintain account strategies for growth.
- Expertly navigate client organization and identify key decision makers. Meet with executive leadership and other necessary high-level influencers to strengthen Pivot's position within the account.
- Manage new opportunities within key accounts from lead generation and qualification, to developing solutions and securing the win.
- Lead and implement strategy for relationship development with various related influencers such as commercial real estate brokers, owner reps, project management and A&D firms.
- Grows Pivot brand as a preeminent service provider for targeted clients.
- Partner with account manager to ensure smooth hand off for project execution.
- Attend industry functions, such as association events and conferences, and develop POV and information on market conditions and creative trends.
- Consult with Pivot management to share business trends and competitive landscape to explore new services, and solutions.
- Develop and submit sales plan and progress reports with Sales Leadership.
- Ensure that data is accurately entered and managed within the company's sales management system.

- Proactively penetrate accounts, forecast sales targets, meet and strive to exceed sales goal.
- Work with teams to ensure RFPs are fulfilled within a timely manner.
- Performs other duties as assigned.

JOB QUALIFICATIONS: Knowledge, Skills and Abilities

- A Bachelor's degree in Marketing, Business Administration, or a related field. An equivalent level of experience will also be considered.
- Sales and marketing process knowledge – motivation for sales growth, increased market share and win-rate.
- 7-10 years' experience developing complex accounts and customer relationships, sales planning, market knowledge, selling to the customer needs, meeting sales goals.
- Strategic thinker with quality and depth of decision-making.
- Proven track record developing sales prospects and customer relationships, sales planning, market knowledge and meeting sales goals.
- Strategic thinker with quality and depth of decision-making.
- Performance driven professional with strong technology skills.
- Proficient with various CRM and Project Management software tools.
- Commitment to delivering best-in-class client experience, always acts with customer's needs in mind, dedicated to meeting the customers' expectations, adjusting the strategy as needed.
- Has built and sustained productive working relationships and networks across a diverse spectrum of people and companies.
- Successfully manages multiple and competing projects and deadlines.
- Demonstrates integrity and trust by acting ethically and gaining the trust and respect of others.
- Proficient in Microsoft Office Suite, especially Word, Excel, and Power Point using a laptop.
- Demonstrated successful negotiations, persuasion, and closing skills.
- Excellent communication, public speaking and presentation skills - writes, speaks, and presents information accurately, concisely, and compelling across communication settings and to a variety of audiences.
- Must possess a valid driver's license and a good driving record.

SUPERVISORY RESPONSIBILITIES

This position has no permanent supervisory responsibilities, but duties require the Account Manager to temporarily direct and coordinate the actions of several different supporting positions within the project team as needed.

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 and/or EXPERIENCE

Bachelor's degree (B. A.) from four-year college or university, architectural or interior design school. Three to five years related experience and/or training (such as project administration or project management or interior design) may be substituted for some experience or formal education requirements. Working knowledge of furniture systems and electrical / cabling issues essential. General understanding of building systems and building codes essential. Previous project-related supervisory experience required. Demonstrated ability to logistically plan all phases of the project cycle essential.

LANGUAGE SKILLS

Ability to read, analyze, and interpret general business periodicals, professional journals, technical procedures, or governmental regulations. Ability to read and analyze architectural drawings and blueprints. Ability to write reports, and business correspondence (such as proposals, quotations, letters), in English. Ability to effectively present information, written and verbal, in English, and respond to questions from groups of managers, clients, vendors, and the general public.

MATHEMATICAL SKILLS

Ability to calculate figures and amounts such as discounts, interest, commissions, proportions, percentages, area, circumference, and volume. Ability to apply the algebraic and geometric concepts involved in project design desirable.

REASONING ABILITY

Ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists. Ability to interpret a variety of instructions furnished in written, oral, diagram, or schedule form.

CERTIFICATES, LICENSES, REGISTRATIONS

Proof of valid California state drivers' license, and proof of insurance of an operable vehicle required.

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; concentrate intensely; talk and hear. The employee frequently is required to stand; walk; and use hands to finger, handle, or feel, and operate a computer keyboard, mouse, and telephone keypad. The employee is occasionally required to reach with hands and arms and stoop, kneel, crouch, or crawl. The employee must regularly lift and/or move up to 10 pounds, frequently lift and/or move up to 25 pounds, and occasionally lift and/or move up to 50 pounds with assistance and/or equipment. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception, and ability to adjust focus.

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.*

While performing the duties of this job, the employee is occasionally exposed to moving mechanical parts, outside weather conditions, and risk of electrical shock if working at client site. The noise level in the work environment is usually moderate.