

G+E GRAND + BENEDICTS // JOB DESCRIPTION

POSITION: ACCOUNT MANAGER

CLASSIFICATION: Non-exempt

BASIC FUNCTIONS:

- PRIMARY:** To direct and perform all functions required to manage retail and brand account's fixture programs according to those specific accounts needs and requirements.
- SECONDARY:** To serve as either the primary or secondary point of contact for the client. Examples of clients could be Guess, Eddie Bauer, Sears, etc. Account numbers range from 4-8 depending on size of accounts and work load.

REPORTING:

The Account Manager reports directly to the Account Management Director.
There are no positions reporting to the Account Manager.

AUTHORITIES: The following are granted to the Account Manager:

1. To exercise the responsibilities and perform the duties of this position, within the guidelines provided by the company's Employee Manual and Operations Manual.
2. To resolve order, shipment and billing discrepancies with vendors.
3. When needed initiate purchase orders through purchasing and invoicing through accounting.

PRINCIPAL DUTIES: The Account Manager performs the following:

1. Works closely with Business Development to help develop opportunities from concept development and bid/proposal through production and distribution.
2. Acts as the central point of contact between Sales Persons, Purchasing Agents, Accounting Staff and Clients to advise on project status and resolve any issues as they arise.
3. Functions as either the primary or secondary point of contact for the client.
4. Directs and performs all functions required to execute programs and projects on time and within the scope of work.
5. Tracks costs and enters work orders required to initiate shipping and invoicing.
6. Helps devise technical solutions, identifies and assembles required resources, and manages scope, schedule and cost in accordance with project parameters.
7. Coordinates deliveries with GC's when working on projects sites as required.
8. Initiates and facilitates meetings required to keep project on track.
9. Compiles and communicates required reporting for clients.
10. Identifies project changes and tracks additional labor and materials.
11. Keeps all required internal and external clients up-to-date on project status, including problems and solutions.
12. Anticipates and provides timely solutions to issues regarding quality, schedule, inventory and distribution.
13. Problem solves through issues regarding distribution, inventory, quality, schedule and anything additional that may arise with a given project.
14. Is sales minded, collaborative in nature, solution oriented and possesses strong interpersonal skills with a take charge personality.
15. Occasionally travels out of the local area to meet with clients and/or assist with product installations.
16. Other duties as assigned.

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RESPONSIBILITIES: The Account Manager is responsible for the following:

1. Adhering to the codes of the company's Employee Manual.
2. Maintaining a constructive environment at work. This includes self-evaluating work performance, on a fair basis.
3. Developing and adhering to written Standard Operating Procedures for all aspects of the position.
4. Adhering to departmental operating guidelines.
5. Providing insightful and enthusiastic teamwork that generally creates positive attitudes and builds supportive morale.
6. Working well with coworkers and supervisors, avoiding conflicts and confrontations that result in a tense and unproductive working environment.
7. Participating in training meetings when needed. This includes learning product knowledge and procedural proficiencies.
8. Conducting all operations within established budgets.
9. Using and submitting all forms and reports in a complete, accurate and timely basis. This includes respecting and maintaining proper filing systems.
10. Ensuring your work area is clean and presentable to customers and other visitors.
11. Maintaining a reasonable work environment and obeying safe working practices at all times.
12. Treating customers with courtesy at all times.
13. Maintaining confidentiality on all corporate subject so classified.

EDUCATION / PERFORMANCE REQUIREMENTS: The Account Manager should possess the following:

1. Bachelor's degree or equivalent in a related discipline is preferred. Related experience will be considered.
2. Five (5) years of Account and/or Project management experience preferred.
3. Proficient in Microsoft Office Suite (Word, Excel, Outlook).
4. General math skills required.
5. Knowledge of the apparel and/or footwear industry or retail merchandising preferred. Store fixture knowledge a plus.
6. Must be able to conceptualize in 3 dimensions and read store layouts or fixture drawings.
7. Basic knowledge of production processes typically using wood and metal preferred.