



ACCOUNT MANAGER (PROJECT COORDINATOR)

PRIMARY DUTIES:

- Support ownership and business developers in closing new business opportunities.
- Build, develop and maintain strong relationships with new and existing clients.
- Engage potential clients through calls, emails, and in person meetings. Emphasize the features of our process and products and highlight how they solve clients problems.
- Receive / return incoming calls, gather and input information from prospective (or current) customers with project details, scope, and goals of their projects.
- Own client relationships, from pre-sale to completion. (Support teams with scheduling, project updates, job details).
- Work with stakeholders for successful outcomes (clients, production, sales, ownership, architect, engineers, designers, subcontractors, suppliers, etc.)
- Resolve clients' complaints by investigating problems, developing solutions, and making recommendations to management.
- Upload ALL appropriate documents and information into JobNimbus, Upcodes, budgets, future software, job costing, etc.

*Note - many of these calls / emails will be received through our leads generator, and networking. Potential for cold calling or door knocking, but that is not the goal.

QUALITIES

- Client service focused
- Excellent communicator
- Organization
- Self-confident
- Team player
- Attention to detail
- Accountability
- Takes initiative
- Time management
- Adaptability
- Professional
- Confidentiality
- Interpersonal skills
- Problem solving

REQUIREMENTS

- 2 + years in Customer service
- 2 + years Phone call etiquette experience
- Financial awareness (spreadsheets and budgets)
- Experience with Word, Google Docs,
- Conflict management

DESIRED SKILLS:

- Project management
- Goal setting (Setting goals that are achievable but also stretching, timelines, growth, task)
- General construction knowledge
- Experience in design and material sourcing (customer selections - direct customer to our suppliers, order selections when needed, assist in choosing selections)
- Accounting and bookkeeping

This job description is not intended to be and should not be construed as an all-inclusive list of the responsibilities, skills, efforts or working conditions associated with the position of Account manager.

Location: Des Moines office
Position: Full time
Salary: Starting at \$50,000 year. Health insurance, vacation, holidays, PTO