

## THE JOB

Reporting to the Sales Manager – Distribution Sales, the Account Manager will be responsible for managing existing accounts and opening new accounts within the Industrial Sales Division.

## DUTIES & RESPONSIBILITIES:

### Account Management

- Compiles list of prospective customers to build and maintain a strong potential account base of “Weston type accounts” using various sources such as Internet, Trade Shows, Yellow Pages, Trade Publications, etc..
- Cold call prospective potentials in order to qualify them and determine if a “Weston type account”
- Achieve/surpass sales, profit and mark-up goals
- Achieve new account goals by opening and maintaining “Weston type accounts”.
- Visit customers and prospects on a regular basis
- Provide outstanding customer service
- Investigate and resolve any discrepancies with orders in a prompt manner
- Analyze accounts to highlight potential problem accounts, call/visit to confirm status of account, establish game plan to get business back if necessary
- Entertain customers on a consistent basis following corporate policy

### Collections

- Contact customers as required with outstanding overdue accounts
- Arrange for cheque pick-ups via courier or upon delivery of an order. Follow-up with A/R to ensure cheques are received.
- Update payment dates regarding outstanding invoices
- Look for warning signals that are a precursor to financial trouble and an inability to pay by customer

### Other

- Focused on executing strategic business goals as assigned
- Participate in training and cross-training initiatives
- Assist in keeping abreast of all stocked products available for sale at Weston Forest with a strong focus on over stocked and odd ball inventory
- Inventory – Manage inventory levels, and sell old or overstock items
- Help count and reconcile inventory
- Other duties as required

### KNOWLEDGE & SKILLS REQUIRED:

- Post-secondary education - diploma or degree
- Must have exceptional interpersonal and communication skills
- Outstanding team player with excellent work ethic
- Excellent organizational skills
- Excellent analytical and problem solving skills
- Second language an asset
- Working knowledge of MS Office (Word, Excel and Outlook)
- Proven cold-calling experience (1-2 years experience)
- Salesforce or CRM experience
- Experience with lumber and panels an asset

### THE COMPANY

Weston Forest originated as a family business in 1953. Today we are a vital, dynamic organization, repeatedly acknowledged by the Canadian Business Growth 500 as one of Canada's Fastest-Growing Companies, recognized by Deloitte as one of Canada's Best Managed Companies, recipient of the Canadian Business Excellence Awards for Private Businesses, and a winner of Waterstone Canada's Most Admired Corporate Cultures Award.

Our culture is one of personal growth, continuous improvement, and opportunity. It is vibrant, informal, and inclusive. We live by our brand promise: *"YOU'LL LOVE DOING BUSINESS WITH US"*.

#### ***Our Brand Promise:***

YOU'LL LOVE DOING BUSINESS WITH US

#### ***Our Core Values:***

- Entrepreneurial organization committed to continuous improvement
- We do what we say
- Inspiring personal and professional growth
- Your success is our success
- More than just a place to work
- Results matter, but people matter more

***Our Mission:***

We quickly respond to our customers' needs and solve their issues with a wide variety of solutions that benefit their business.

***Our Vision:***

We create two-way relationships with customers and suppliers, offer diverse opportunities for our team, promote open communication with all of our stakeholders, focus on strengthening our industry and growing our company.

***Our Value Proposition:***

Weston Forest delivers the right solutions. We are truly focused on creating great relationships and becoming your go-to source – by doing what we say we'll do. We have proven our expertise and commitment to become one of North America's strongest and most respected organizations. Today, Weston Forest is a trusted partner to our customers, suppliers and employees. We will continue to find new ways to solve your challenges and take an active role in building a sustainable industry.

***Recent Awards:***

- o Proud to be named one of Canada's 10 Most Admired Corporate Cultures
- o Repeat winner of CANADA'S BEST MANAGED COMPANIES
- o One of Canada's PROFIT 500 Fastest-Growing Companies
- o Recipient of the Canadian Business Excellence Awards for Private Businesses