

## ACCOUNT MANAGER - INDUSTRIAL

### THE POSITION

Account Manager for the Industrial Sales division of a dynamic, award-winning remanufacturing and distribution company.

This role is focused on managing and building a book of business with new and existing accounts, providing outstanding customer service, and executing strategic business goals.

This position reports to the Industrial Sales Manager.

### 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. Our workplace is vibrant, informal, and inclusive. We live by our brand promise: "YOU'LL LOVE DOING BUSINESS WITH US".

## DUTIES & RESPONSIBILITIES

### NEW ACCOUNT DEVELOPMENT

- Research and compile lists of prospective customers to build and maintain a strong pipeline of potential accounts using various resources.
- Cold call prospective potentials in order to qualify them and determine if they are a "Weston-type" account.
- Strong focus on outside sales and visits to all qualified potentials in order to qualify further and to build a relationship.
- Achieve new account goals by opening and maintaining "Weston-type" accounts.

### ACCOUNT MANAGEMENT

- Achieve/surpass sales, profit and monthly/annual mark-up goals.
- Visit customers on regular basis.
- Provide outstanding customer service with the utmost integrity.
- Investigate and resolve any discrepancies with orders in a prompt manner.
- Constantly analyze accounts to highlight potential issues.

- Call and visit to confirm current status of accounts and establish strategic plan to regain business if necessary.
- Entertain customers on a consistent basis following corporate policy.

### **COLLECTIONS & CREDIT**

- Contact customers with outstanding overdue accounts as required.
- 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 issues and a resulting inability by customer to pay.
- Develop strategic plan in conjunction with the Risk Management Department to ensure all accounts are kept as current as possible.

### **OTHER DUTIES**

- Focus on executing strategic business goals as assigned.
- Participate in training and cross-training initiatives as assigned.
- Assist in keeping abreast of all Weston Forest inventory, with a strong focus on over-stocked and oddball inventory.
- Develop strong product knowledge.
- Develop a solid understanding of commodity lumber and panel markets by reading and analyzing market reports.
- Take part in quarterly physical inventory counts.
- Other duties as required and assigned.

### **KNOWLEDGE & SKILLS**

- Must have exceptional interpersonal and communication skills.
- Outstanding team player with excellent work ethic.
- Excellent organizational skills.
- Excellent analytical and problem solving skills.
- Working knowledge of MS Office (Word, Excel and Outlook).
- Ability to travel as needed.
- Reliable transportation.
- Post-secondary education an asset.

### **JOB TYPE**

- Full-time, permanent.
- Salary from \$40,000.00, plus potential commissions and bonuses.

## ABOUT WESTON FOREST

Weston Forest is a leading distributor and remanufacturer of softwood and hardwood lumber and specialty panel products, serving North America's industrial and construction sectors. A trusted partner since 1953, Weston's remanufacturing and inventory management services help customers create specified crating, packaging, pallets and boxes, and other niche wood products that are essential for the production or shipment of industrial goods. The company's logistics and just-in-time fulfilment capabilities support truss manufacturing, framing, lagging and shoring, concrete forming and other processes that are crucial to commercial and residential construction and large infrastructure projects.

Weston Forest is honoured to be recognized repeatedly by Deloitte as one of Canada's Best Managed Companies, by the Canadian Business Growth 500 as one of Canada's Fastest-Growing Companies, by Waterstone Human Capital as one of Canada's Most Admired Corporate Cultures, and by Excellence Canada as a recipient of its Canadian Business Excellence Award for Private Businesses. In addition, Weston Forest received the Mississauga Board of Trade 2019 Large Business of the Year Award and has been featured on the Globe & Mail's inaugural list of Canada's Top Growing Companies.

We looked at the common traits of our most impactful employees and distilled that into these Weston Forest **CORE VALUES** which continually guide our culture:

- 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 culture is one of personal growth, continuous improvement, and opportunity. It is vibrant, informal, and inclusive. Whether directed at our customers, suppliers, or each other, we live by our brand promise: *"YOU'LL LOVE DOING BUSINESS WITH US"*.