

ACCOUNT MANAGER - CONSTRUCTION

THE JOB

Account Manager for the Construction Sales division of a dynamic, award-winning building material 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 Assistant Sales Manager of Construction.

HOURS OF WORK: 8:00AM – 5:00PM

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 and visit 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, volume, 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 and opportunities.
- Maintain and update customer and project information in Salesforce as required
- 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 REQUIRED

- 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, account manager would spend considerable time on the road.
- Post-secondary education an asset.
- Ability to communicate in French is an asset



THE COMPANY

Weston Forest originated as a family business in 1953. Today we are a vital, dynamic organization, repeatedly recognized by Deloitte as one of *Canada's Best Managed Companies*, recipient of the *Canadian Business Excellence Awards for Private Businesses*, and winner of *Waterstone Canada's Most Admired Corporate Cultures Award*. Weston Forest is certified as a Great Place to Work®!

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 Core Values:

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

Weston Forest is committed to an inclusive, barrier-free recruitment process and work environment. Please advise Human Resources of any accommodations that are required. Any information regarding accommodation will be treated as confidential.

PLEASE NOTE THIS INTERNAL POSTING IS APPLICABLE TO WESTON/BRAMWOOD/MONTEERRA/OAKWOOD EMPLOYEES ONL. Deadline for applications will be on Tuesday February 21, 2023.

