

ACCOUNT MANAGER - INDUSTRIAL

THE JOB

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.

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 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 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.
- Post-secondary education 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.

