

**Account Manager**  
**Office Furniture and Supplies**  
**Windsor, Ontario**  
(File Reference: AR-2016)

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On behalf of our Client, a leading Office Supply and Furniture Distributor, we are pleased to be conducting a search for an **Account Manager**. Our Client is well established with over 60 years in business and is known for outstanding customer service, and is a leading supplier of office supplies and equipment as well as high quality office furniture in Windsor, and across Southwestern Ontario.

This is a sales account management "hunting" role, involving direct client contact to develop relationships and oversee customer projects and work orders. The incumbent will manage both new and existing accounts with the goal of growing business in the Windsor area.

**GENERAL ACCOUNTABILITY**

- Sells company products by either inbound or outbound telephone calls and on-site visits to customers.
- Generates revenue by promoting sales of new and existing office products.
- Initiates sales calls to existing customers to assess opportunities for increased sales.
- Researches, creates and monitors business plan for existing and potential new customers.
- Cold calls and creates relationships with potential customers, or leads, to cultivate new business.
- Provides ongoing exceptional customer and technical service to existing customers.

**OVERALL REQUIREMENTS**

- Excellent communication and teamwork skills and a proven track record of building and maintaining long term customer relationships.
- Strong prospecting skills including a solid history of developing new business opportunities.
- Ability to meet aggressive sales targets and deadlines.
- Proven sales success with commercial and government sectors.
- Proven sales experience in the office supply and furniture business is a strong asset.
- Knowledge of ergonomics and space planning an asset.
- Applicants must have a car and valid "G" Class Ontario drivers license.

- Flexible schedule to meet with customers at their convenience.

#### SPECIFIC DUTIES

- Regular contact with existing customers, logging contact details into a CRM system and follow up information.
- Introduce existing customers to e-flyers and confirm their contact information along with permission for our electronic distribution lists for e-flyers.
- Obtain customer contact info for purposes of our bulk emails to various user groups (eg. e-flyer group, websphere group, other customer groups).
- In conjunction with sales manager, set up specific price files and other training of staff about specific customer requirements.
- Identify and capitalize on opportunities using the following process:
  - Review existing office supply and furniture customers
  - Review inactive customers
  - Look at market sectors such as businesses owned by non profit orgs, tourism businesses, governmental orgs, etc.
  - Participate in business networking organizations
  - Plan and make calls on potential customers
  - Follow up with appointments, meetings
  - Provide quotes and proposals
  - More meetings, closing deals
  - Monitor resulting sales to customer
  - Follow up with customers to ensure a high level of satisfaction
- Overall sales growth:
  - Participate in team approach for new product introduction, both specific products and also whole new product and service categories.
  - Participate in team approach to developing marketing materials.

Our Client offers competitive total compensation including a competitive starting wage, group benefits, and the opportunity for career development over the long-term for well qualified and motivated candidates.

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*For further position details and consideration, highly qualified Candidates are invited to submit their resume information in confidence to (please quote the File Reference number above):*

**Recruiting Associate**

SHRP Limited | [www.savinohrp.ca](http://www.savinohrp.ca)  
deb@savinohrp.ca

*All Applications treated confidentially. While we appreciate all applications, we can only contact those individuals selected for interview.*

***We are committed to providing accommodation for persons with disabilities.***

*Accommodation will be provided as part of our hiring process (if accommodation is required, Applicants are requested to make their needs known in advance).*

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