

Account Executive - Indianapolis, IN (Furniture and Design)

Overview

This is an outside sales role with a goal to develop relationships with clients using consultative selling and making design recommendations. This role will grow sales through networking and relationship building within new and existing customers as well as third-party influencers, such as associations and the design community. An Account Executive ensures customer satisfaction from concept through project completion and works closely with our interior design dept, sales support teams, installation and vendors partners to exceed client expectations.

Key Responsibilities

- Manage the day-to-day relationships with new and existing customers.
- Prospect the local market for new furniture and architectural product opportunities.
- Develop local business relationships with third-party influencers (commercial real estate companies, A&D firms, associations, tradeshow etc.) to identify potential opportunities.
- Drive sales and profitability by leading the sales process including the development of creative and innovative solutions to meet customer needs.
 - Involve key stakeholders in the development of a winning sales plan
 - Collaborate with interior design team to provide solutions that meet customer's functional, aesthetic and budget requirements.
 - Provide complete and timely communication from proposal to execution to minimize cost, improve coordination and create an extraordinary customer experience.
 - Partner with internal and external installation teams to complete project, exceed customer expectations and build referral base.
- Facilitate customer requests for pricing, specifications, information, and other service requirements. This can involve providing quotes, determining gross profits, negotiating pricing and terms, cost/benefit analysis, reviewing finishes and options.
- Exceed assigned sales quota and gross profit objectives. Utilize and continually update corporate CRM system. Provide timely and accurate sales forecast.
- Build and maintain professional and technical knowledge by attending company and vendor sponsored education and product workshops as well as through independent study.

Desired Skills

- **Business Development:** Actively looks to grow the account base and network.
- **Communicates/Collaborates Effectively:** Strong verbal and written communication and presentation skills. Ability to tailor message across a variety of audiences. Strong interpersonal skills; develops and maintains positive relationships. Strong team player.
- **Demonstrates Accountability:** Strong self-discipline and motivation. Shows initiative, takes responsibility for work and actions, high level of integrity.
- **Strategizes and Problem Solves:** Problem-solving orientation; critical thinking skills; understands how their work relates to the whole; generates new ideas that add value; ability to seek out appropriate information to make effective decisions.
- **Excellent analytical and strategic problem-solving skills:** highly developed understanding of company's strategic direction and ability to interpret and communicate senior management direction. Clearly defines, gathers, analyzes, and focuses on the most relevant information. Synthesizes complex information.
- **Continuous Learner:** Self-directed, learns and advances from experiences and feedback, stays informed of industry trends, products, and applications
- **Execution Management:** Works quickly to get things done; uses resources effectively; detail oriented and high level of accuracy. Owns execution of tasks and demonstrates excellent follow through. Drives for results and fosters a sense of urgency.
- **Demonstrates Courage:** Appropriately challenges and debates; creates positive tension to drive success; takes risks and champions new ideas.

Job Requirements

- Bachelor's degree or applicable job experience
- Two to three years of business-to-business sales experience or commercial design experience
- High personal performance standards with a desire for continuous learning
- Consultative sales skills with strong relationship-based mentality
- Ability to work directly with business owners, executives, design teams and decision makers.
- Ability to work independently and within a team environment.
- Knowledge of office furniture industry or the built environment (preferred but not required)
- Willingness to travel as required; must be able to perform all essential job functions with or without accommodation.