

## Renovia Success Profile

<b>Role/Title:</b> Inside Sales – Account Manager	<b>Department:</b> Sales	<b>Location:</b> Indianapolis, IN
<b>Reports To:</b> National Sales Director	<b>Date:</b> November 15, 2018	
<p><b>Renovia</b> is in the construction field with a concentrated focus on coatings and repairs.</p> <p>Our passion lies in building relationships with customers to solve their problems. All projects begin with a foundation of respect and trust, which we embrace as an opportunity to prove our reliability and expertise. Success is measured in our ability to consistently deliver timely, professional, quality work that allows us to continue strengthening these relationships.</p> <p>At Renovia, our painting expertise is the framework of our business, yet our goals are greater. We’re dedicated to improving lives by providing lasting, positive impact in the communities we serve.</p> <p>For further information on Renovia, check us out online at <a href="http://www.renovia.com">www.renovia.com</a>          To apply for this position, please email your resume’ to Mike Lantz at <a href="mailto:mlantz@renovia.com">mlantz@renovia.com</a></p>		
<p><b>Job Summary</b> The Inside Sales – Account Manager is responsible and accountable for support of all Sales Managers. He/she plays an instrumental role in improving/sustaining new/existing client relationships and coordinating communication across departments to ensure customer satisfaction is achieved. This role manages several behind the scenes tasks to allow the sales cycle to continue without interruption from beginning to end.</p>		
<p><b>Job Responsibilities</b></p> <ol style="list-style-type: none"> <li>1. Transition Landed Opportunities to production. This includes PJCC, JIS, Paint orders</li> <li>2. Lead the completion of Proposals for Sales Managers through coordination with Sales, Estimation and Operations</li> <li>3. Primary resource for entering Opportunities data into Salesforce</li> <li>4. Own updating/managing communication tool (dashboard) for Sales team</li> <li>5. Ensure timely and successful hand-off of Customer Contracts/W9 to accounting team for VP signature</li> <li>6. Establish and maintain compliant third-party sites</li> <li>7. Collaborate with accounting team to ensure new vendor sign-up forms are completed accurately and on time</li> <li>8. Manage Warranty items from start to finish</li> <li>9. Manage and organize program work from start to finish</li> <li>10. Collaborate with Sales Managers, Estimators and Project Managers</li> <li>11. Ensure timely shipping, logistics and coordination of documentation and marketing materials to customers</li> <li>12. Support existing client relationships</li> <li>13. Answer inbound calls and coordinate/assist and direct</li> <li>14. Participate in weekly company huddle and team meetings</li> </ol>		
<p><b>Competencies/Skills Required</b></p> <ol style="list-style-type: none"> <li>1. <b>Customer Focused:</b> Grow and maintain customer relationships to achieve satisfaction throughout the project.</li> </ol>		

- Identify and describe the customer’s expectations
  - Show interest in, anticipate, and have timely response to customer needs
  - Go beyond basic expectations to help customers implement solutions
  - Explore options when unable to deliver a requested product and/or pursue solutions until the customer is satisfied
  - Seek ways to improve project delivery and completion
2. **Collaboration and Teamwork:** Establish a working relationship with project stakeholders such as vendors, sales managers, project managers, estimators, external and internal team members.
- Know and support resources who need or ask for support or assistance. Seek and consider ideas from diverse viewpoints
  - Encourage the delegation and sharing of tasks, information or expertise, work together to solve problems, and put project success first
  - Build rapport/trust by listening to, discussing with, encouraging and motivating others
  - Seek to resolve confrontations and disagreements constructively by focusing on the situation, issues, or behaviors, rather than the people
3. **Adaptability:** Be flexible with changing customer and project needs
- Respond positively to changes, and be willing to use new practices to accomplish goals and solve problems appropriately
  - Adapt goals and methods to achieve results in changing situations
  - Manage change in a way that has a positive impact on desired outcomes
  - Be proactive and address concerns/issues before they become a problem
4. **Communication** (oral and written): Manage information flow and relationships between customers, other business units; encourage and seek feedback
- Ensure that important information from the customer is shared in a timely manner with others assigned to the project
  - Use appropriate means of communication (e.g., emails, calls, meetings)
  - Understand all key processes and communicate effectively with clients, partners, team and leadership.
  - Communicate in an articulate (verbal), easily understood manner and convey ideas and facts using language the customer and internal team members best understand
5. **Detail Oriented:** Pursue quality in accomplishing tasks and managing opportunities by performing tasks thoroughly and carefully with few errors.
- Input data correctly within Salesforce such as opportunities, proposals and other reports
  - Check work to ensure accuracy and completeness
  - Compare finished work to what is expected and address inconsistencies
  - Drive continuous improvement for data management
6. **Integrity and Ethics:** Earn others’ trust and respect through consistent honesty and professionalism in all interactions.
- Respect and maintain confidentiality
  - Be truthful and keep promises and commitments made to others
  - Adhere to a set of core values that are represented in decisions and actions
  - Exhibit a heart for serving others by participating in “pay it forward” opportunities, and regional, local and national volunteer engagements

**Education/Knowledge/Requirements**

- Bachelor’s degree preferred
- Customer centric attitude and disposition
- Proficient in Excel or Microsoft Suite

- Knowledge of Salesforce preferred
- Navigate all web-based programs in a proficient manner as needed  
(Google Earth, Bing Maps, Third party sites, etc.)

**Annual Outcomes/Measures of Success**

1. Existing client growth year over year through support of Sales team
2. Meet KPIs outlined in individual sales budget
3. Collaborate with all specialists to achieve sales and project completion goals and timelines