

# Designer, Account Manager

San Francisco | CA

## Who We Are

At Interior Office Solutions, we're bold, we're innovative, and we work with amazing furniture and even better people. We give customers the best experience we can, and we do it in a way that helps our employees grow, succeed, and have fun.

## What You'll Do

The Project Designer, Account Manager on the Strategic Accounts Team is responsible for all project and daily work order activities, sales, and full customer satisfaction for assigned accounts.

### Customer/Account Servicing

- Single point-of-contact for coordinating all dealer activities, services, orders, and personnel for each assigned account.
- Responsible for all client relations and ongoing relationships with client personnel, and client third parties (contractors, A&D firms, etc.)

### Project and Work Order Management

- Oversees all customer projects and work orders
- Directs dealer team for implementation of customer orders and service requests
- Provides frequent and regular status reports to customer regarding project and work order status

### Sales Order Management

- Develops plans and product specifications either on own or through work with the design department
- Produces detailed, accurate, and professional-looking quotes through own effort or in conjunction with dealership personnel (designers, project managers, etc.) and presents these to the customer in a timely manner
- Works with services departments to develop service contracts to present to customer when complex services are sold (design, for instance) or for major projects (installation, design, project management, etc.)

### Process, Quality, and Customer Satisfaction

- Ensures standards of performance are met for all customer work activities
- Establishes costs and sell amounts for all account products and services, based on contract pricing, gross margin guidelines, and established service pricing
- Is responsible for 'cost-of-sale' against account purchases



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## Sales and Marketing

- Provides frequent and regular follow-up with customer regarding information for products and services, including all support for customer's requests
- Presents new products and services to customer, and exposes customer to new opportunities to purchase goods and services from dealership

## Contract Furniture/Design Industry Knowledge

- Strong knowledge of interior design field and current practices
- Understands contract furniture processes, including order preparation, project management, order management, and delivery/installation

## Design Process

- Attends client planning meetings as well as presents plans and information to customer for review and approvals
- Develops spaceplans utilizing AutoCAD/CET and finished working drawings for specification and installation
- Validates plans against construction, electrical engineering, and A&D drawing sets as well as gains customer approvals

## Organizational Interfaces

- Works collaboratively with client and client's third-party firms, including A&D firms, interior contractors, electrical and communication engineers, customer's IT group, etc.
- Manages team assignments to ensure workload activities are appropriately balanced and supported

## Qualifications and Skills

- Bachelor's degree
- Minimum 3-5 years Commercial Furniture Sales experience
- Intermediate to advanced AutoCAD/CET proficiency
- Demonstrated space planning and project management ability
- Experience with Haworth products preferred
- Polished communication skills
- Excellent interpersonal skills

## IT'S NOT JUST ABOUT FURNITURE.

Working for Interior Office Solutions means inspiring leadership, amazing resources, and great culture

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To apply, email a resume and cover letter to:



[tkoehler@iosinc.net](mailto:tkoehler@iosinc.net)

If we see a fit, we'll reach out within a week. We know applying takes time. Thank you in advance for yours.

