

Sales Account Representative

Splendid International USA Corporation is a building materials manufacturer and a leading supplier of natural and engineered stone materials for commercial, residential and government applications. Founded in 2007, the Kent, Wash.-based company provides wholesale services and support worldwide under the 3S Stone® brand, as well as private-label brands. The company specializes in manufacturing, designing and distributing granite, marble, quartzite, slate, limestone, quartz, cultured marble, porcelain and ceramic products for indoor and outdoor use.

Job Brief

Splendid International is looking for a results-oriented individual responsible to grow product sales and to manage existing customer accounts. As an Account Representative, you shall cultivate long-term relationships with new and prospective customers that include working to satisfy customers' needs and requests, responding to customer queries in a timely manner and delivering positive customer experiences. Ultimately, you shall be able to grow our business by building successful, long-term client relationships.

Responsibilities

- Generate new business using existing and prospective customer networks
- Manage a portfolio of new and existing customer accounts to achieve near- and long-term success
- Develop positive relationships with customers, and act as the point of contact and address ALL customers' needs
- Input, update and track sales pipeline activities using CRM tool
- Resolve conflicts and provide solutions to customers in a timely manner
- Report on the status of accounts and transactions, includes participating in weekly sales meetings
- Set and track sales account targets, aligned with company objectives
- Develop, monitor and report on sales metrics
- Work in concert with the Director of Business Development and Marketing to ensure company and brand information are integrated and consistent with all sales programs

Requirements

- At least 2 years of proven and progressive professional experience in sales as Account Executive, Account Coordinator or similar within the stone and tile, construction or design industry
- Understanding and application of sales processes, methodologies and best practices
- Hands-on experience in sales and an ability to deliver best-in-class customer experience
- Proficient with CRM software/tools and Microsoft 365
- Sound understanding and application of sales performance analytics/metrics
- Proficient in multi-tasking with the ability to negotiate and close deals
- Excellent communication and presentation skills to influencers and decision makers
- Strong business acumen with a problem-solving attitude and aptitude
- Ability to estimate building material needs from blueprints highly desirable
- Languages – Fluent written & spoken English
- 2- or 4-year college degree, related industry preferred
- Valid driver's license

Compensation Structure

- Full-time employment
- Opportunity for advancement
- Competitive industry pay
- Paid time off includes company-observed holidays, vacation and sick leave
- Company-paid medical, dental, drug and vision insurance

There is no visa sponsorship or relocation assistance for this position. Applicants must be authorized to work in the United States. Proof of COVID-19 vaccination required for employment.

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