

**JOB TITLE:** National Account Manager

**LOCATION:** Flexible

**SALARY RANGE:** \$77,000 - \$87,000

**APPLICATION SUBMISSION DEADLINE:** EOD, November 28, 2024

Grow with BigSteelBox as a National Account Manager! Are you ready to make a difference and grow your career with us? We're excited to announce a full-time opportunity for a National Account Manager, reporting to the Sales Manager, National & Commercial Accounts. This role is all about strengthening partnerships with our key Canadian accounts. You'll focus on increasing margins, securing long-term business, and delivering outstanding customer experiences.

The National Account Manager's primary purpose is to prospect and secure new National account targets. Additionally, this position is tasked with increasing the margin on existing National customers, securing long-term business, and strengthening those relationships and partnerships in each business location within our service areas. The emphasis will be on hunting new accounts that are multi-provincial or national companies with storage requirements. The National Account Manager is responsible for overseeing and developing our existing key Canadian Accounts, primarily within construction and Infrastructure, but can also be expanded to include other types of organizations at the Sale's Manager's discretion (for example, Federal Government or multi-provincial moving companies). This will be achieved through sales activities (pursuit of opportunities), customer relations, planning, account management, in-person meetings and events and other sales-related activities.

This is a full-time position Monday to Friday, 8:00 am – 5:00 pm, starting as soon as possible. The position offers a competitive salary and an annual incentive package. Starting salary will be commensurate with experience. Travel within Canada will be required. The projected amount of travel would be once a month, generally 5 business days per quarter, subject to the needs of the business and agreed upon with the Sales Manager. Subject to employee suitability and operational requirements, this position allows for a flexible work arrangement which could include a combination of work from a BSB location and work from home up to a fully remote arrangement.

At BigSteelBox, we believe in combining teamwork, growth, and fun to create a workplace we're proud of—one that's been certified as a Great Place to Work® in Canada. If you're ready to take the next step in your career and make an impact, we'd love to hear from you.

Apply today and become a valued part of the BigSteelBox team!

#### **REQUIRED EXPERIENCE AND QUALIFICATIONS:**

- Minimum Education: Grade 12
- Bachelor of Business Admin or Diploma an asset, but not required.
- A proven track record of 3-5 years of outside sales experience
- A track record of success in managing large accounts with a national responsibility.
- At least 5 years of progressive experience with a focus on best practices and continuous improvement.
- Excellent communication, negotiation, and client-management skills.
- Strong analytical and problem-solving skills.

#### **PRIMARY RESPONSIBILITIES:**

- Finding and securing locations of existing accounts that currently do not use our service.
- Prospecting and securing new national accounts
- Growing existing key accounts, surpassing previous years' margin levels.
- Capturing sales margin, with a focus on modifications sales where applicable.
- Maintaining and growing customer satisfaction and Net promoter scores with frequent check-ins.
- Key account management to meet sales and profit margin targets.
- Developing and growing key Canadian client accounts, which will often include displacing competitors.
- Customer development with a high degree of commitment to long-term relationship building and customer satisfaction.
- Developing and implementing new storage applications for key accounts in order to expand the business with both existing products and new launches.
- Evaluating the effectiveness of executed plans with a constant improvement approach.

- Demonstrate a consistent drive for learning and self-improvement through sales training and other activities.
- Work with the inside national team on account invoicing and account administration.
- Presenting quarterly pipeline reports (pipeline reviews and any other reports deemed necessary by Senior Management) that track progress in the pursuit of business objectives. Collaborate effectively with the Accounts Receivables Lead, National Admin team, operations teams, and other departments to achieve departmental and common goals.
- Collaborate with the Sales Manager, Regional Account Managers, and the rest of the outside sales team to achieve departmental goals. Work with the Sales Manager, Director of Sales, and Director of Finance to negotiate rental and sales agreements with key clients that work for both BigSteelBox and the customer.
- Effectively communicate with store managers and operations to facilitate prompt service, as required by national accounts.
- Demonstrate leadership amongst the sales team by living out the BSB Values, embracing change in pursuit of company objectives, and adopting and utilizing the tools, technology, and resources provided.

#### **REQUIRED SKILLS/CORE COMPETENCIES:**

- Strategic Thinking - Aligns the operating environment to the overall objectives and strategies of the organization.
- Networking and Relationship Building - Networks and builds working relationships to respond to current and future needs. Facilitates strong working relationships with all BSB departments to ensure organizational synergy.
- Adaptability & Change Management - Recognizing potential situations and responding with solutions, tactics, or approaches to reduce or eliminate issues.
- Has a proven track record of exceptional time management – effectively plans long-term and big-picture projects while maintaining day-to-day effectiveness.
- Is an avid problem solver, proactive and creative thinker who is comfortable working with a broad range of clients.
- Analytical Thinking - Evaluates, interprets, and analyses critical, complex information.
- Business Acumen - Analyzes complex issues to develop approaches or solutions that are considered forward-thinking and best practice.
- Skilled at displacing competitors to achieve greater market share.
- Take a collaborative approach to their work and leadership.
- Cultivates and maintains strong, productive relationships with a range of internal and external stakeholders.
- Possesses exceptional written and verbal communication skills.
- Teamwork - Encourages others to participate in team activities and ensures teams are working effectively.
- Leadership - Builds on the strengths of the workplace and reduces internal weaknesses through training and development.
- Communication - Adapts communication to respond to the audience or situational requirements.
- Learning & Innovation - Continually learning and always generating ideas for innovative approaches to solve problems and how to create a competitive advantage for the business unit.
- Negotiation - Includes organizational needs and initiatives to develop solutions that build momentum.
- Demonstrated experience in meeting (or surpassing) ambitious goals in a fast-paced competitive environment over a sustained period.
- Drive for Results - Demonstrates a focus on finishing all tasks assigned in a timely manner while taking complete ownership of tasks.
- Sales Process – A demonstrated understanding and consistent use within your role.
- Decision Making - Recognizes situations and examines facts to develop clear steps and solid assumptions.
- Resource and Risk Management - Ensures that internal teams and groups are aligned with organizational resources and financial limitations.
- Customer Orientation - Ensures that own and direct reports activities focus on meeting customer needs.
- Technology – an understanding of both the value and use of technology

We thank all applicants in advance, however, only those selected for an interview will be contacted.