



## Job Description

**Job Title:** Strategic Account Manager  
**Department:** Sales  
**Location:** North Carolina  
**Reports To:** Director of National Sales  
**FLSA Status:** Exempt

### **SUMMARY**

Through the compilation and interpretation of internal and external sales and demographic data, provides analyses and direct support to Director of National Sales enabling the Sales and Marketing teams to maintain and further develop specific retail customer relationship initiatives. Proactively researches sales trends and opportunities pertaining to the assigned customer(s), developing fact-based strategies and solutions aimed at driving the expansion of the customer relationship business model and SKU base.

**ESSENTIAL DUTIES AND RESPONSIBILITIES** include the following. Other duties may be assigned.

- Performs market analyses and collaborates with the National Sales Manager to determine customer needs, volume potential, price schedules, and discount rates, and develops sales campaigns to accommodate goals of company.
- Conduct financial analyses, develop and present financial, marketing, sales, and operational metrics, dashboards and management reports, recommending improvements to improve pricing models, increase revenues and margins, and generate cost savings.
- Work closely with the inventory planning team to ensure proper inventory levels to meet customer expectations.
- Identify new sales opportunities within existing account(s) to maintain and grow the client-Masterbuilt relationship through up-selling and cross-selling.
- Manage and solve conflicts with customer accounts, while working collaboratively with Sales and Account Management department staff. Ensure all impacted team members are aware/involved so that process improvements are sustained.
- Interact and coordinate with the sales team and other staff members in other departments working on the same account.
- Assist in establishing budgets with the customer(s).
- Assist Director of National Sales in analyzing sales trends by reporting on various sales breakdowns—by channel, geography, product line, SKU, etc.; proactively monitor data to identify

key trends that could impact selling strategy, product positioning, pricing, and new areas of opportunity.

- Assist in establishing and maintaining the annual budget, monthly forecasts, and financial reporting functions through the analysis and control of expenditures and budgetary requirements.
- Evaluate and communicate revenue and expense variances to budget with respect to assigned customer(s).
- Perform ad hoc financial requests from Sales & Marketing, Operations, Human Resources, and the Executive Team etc.
- Assists Director of National Sales through the performance of the following:
  - Work collaboratively with Account Management team to execute, process and maintain vendor agreements.
  - Execution, processing and maintenance of advertising programs/claims
  - Processing of sales proposals/programs
  - Completion of profitability analyses
- Other duties as assigned.

#### **QUALIFICATIONS**

*To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.*

#### **EDUCATION and EXPERIENCE**

- Bachelor's degree from a four-year college or university; five plus years related sales and analysis experience and/or training; or equivalent combination of education and experience.
- Knowledge of retail vendor support systems is preferred.
- Five to seven years of sales and analysis experience directly with the assigned territory in Home Improvement, Mass, Dot Com, Independent Specialty retailers and other trade channels; manufacturing environment experience.

#### **SKILLS and COMPETENCIES**

- Strong analytical skills are a must.
- Excellent verbal and written English language skills.
- Proficient with MS Office applications, including Word, Outlook, Excel, and PowerPoint.
- Demonstrated expertise in Excel, including pivot tables, V lookup, and modeling is critical.
- Quality and customer service driven.
- Team player who is willing to go above and beyond to help others.

- Self-motivated, proactive, and resourceful.
- Positive, professional attitude.
- Ability to communicate effectively in writing.
- Establishes and maintains effective working relationships based on mutual trust, respect, and cooperation with manager(s), executives, co-workers, customers and/or vendors.
- Reacts quickly and adapts to changes in priorities, circumstances, and direction.

**ADDITIONAL COMMENTS and REQUIREMENTS**

While this position is primarily home-based, attendance at meetings in the corporate offices and customer locations as needed on a weekly or more frequent basis is required.

In addition to regular travel, must be able to travel on weekends as necessary for trade shows or other sales functions.

Masterbuilt Manufacturing is An Equal Opportunity Employer. All qualified applicants will receive consideration for employment without regard to race, color, religion, sex, national origin, disability or protected veteran status.

Qualified candidates should apply for the position by sending his/her resume to [HR@masterbuilt.com](mailto:HR@masterbuilt.com).