



9719 – 63 Ave, Edmonton, Alberta T6E 0G7

Phone: 780-436-5557 Fax: 780-436-5517

www.tscg.ca

Account Manager

We're looking for account managers from all different backgrounds to join our sales team. This is no ordinary sales job, as you get to be involved in designing closets, shower doors and railing glass, and meet a variety of people from retail clients to designers to contractors and builders.

Who is Top Shelf?

If you're new to the industry, you might not have heard of us. We work with the best home builders, developers, renovators, interior designers and architects in Edmonton and surrounding areas. We also work with retail clients. We've been around for 12 years now and continue to grow. We supply and install custom shelving, mirrors, shower doors, closet doors, interior glass and room dividers.

What's the role?

As an account manager, you'll be responsible for a portfolio of clients, as well as retail clients and walk in or new clients. You will need to be flexible – sometimes meeting clients in our showroom, sometimes on site. This job requires varied hours and some travel– some people may require meetings in the early mornings, evenings in their home, or on the weekend. Customer service is key in this role.

This is a very hands on job. You will be doing in home consultations, site visits, meeting with clients in our showroom, designing custom closets with our design software, designing custom shower doors, and providing insight for customers as to what will work for their space. You will be doing estimating based on building plans and providing pricing from a small single mirror or shelf, up to an entire home filled with glass and closets. We have a large catalogue of products which means there will be lots to learn, and always lots of work to do!

What do we offer?

We'll give you everything you need to excel in your role.

We'll give you lots of responsibility, including your own portfolio of customers and these might be designers, contractors or home builders. From there, we'll trust you to do whatever it takes to deliver outstanding results.

Day to day you'll report to our business development manager, who will also be there to help you manage your career.

Why should you apply?

We have an excellent mix of people and some of our best account managers joined us with little or no construction experience. Success at Top Shelf is down to teamwork and ability, no matter what your background.

What you need is:

Bachelor's degree preferred or equivalent work experience.

At least one year prior experience in customer service and/ or sales working directly with customers, preferred (either over phone or face-to-face)

Ability to thrive both independently and in a team environment.

Demonstrated ability to develop engaged customer relationships

Excellent time and management skills.

Must be persuasive, sales driven, customer focused, and a team player.

Proficient computer skills including MS Office Suite, and smartphones.

Must maintain a professional business appearance at all times.

Tempted to apply or find out more?

Email your questions or resume and cover letter to shannon@tscg.ca