

Regional Business Center Account Representative

Norman International Inc.

\$25-\$30 per hour - Full-time

Job details

Pay

\$25-\$30 per hour

Job type

Full-time

Location

Jacksonville, FL On-site

Benefits

- Full benefit package after 30 days of employment (Medical, Dental, Vision, Life, Long Term and Short-Term Disability Insurance, Paid-Time-Off, Paid Holidays, Pet Insurance, etc.)
 - 401K with Company match after 1 year of employment.
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Job Description

With more than 50 years of unwavering passion for quality, Norman Window Fashions is among the world's largest and most well-respected manufacturers of window coverings. Our long-standing commitment to quality and craftsmanship have made us the number one choice for homeowners who demand only the best.

We are looking for an enthusiastic, talented and organized Account Representative for our Regional Business Center in Jacksonville, FL. This position will be responsible to nurture, support, and grow our business.

Key Responsibilities:

Regional Business Center (RBC) Management

- Maintain showroom appearance and functionality, ensuring the space is clean, organized, and fully stocked with products and refreshments for visitors and events
- Coordinate all showroom activities including scheduling, visitor management, and product installations
- Serve as primary point of contact for RBC operations, managing RSVPs, event logistics

- (accommodations, transportation, meals, off-site venues), training sessions, and programs
- Demonstrate Norman products to customers during showroom visits and events
- Track and report visitor traffic metrics for the showroom
- Maintain event satisfaction scores of 90% or higher through excellent dealer support in booking, planning, and logistics

Sales and Account Management

- Drive sales growth by achieving budgeted goals for assigned managed account portfolio
- Identify and escalate high-potential accounts (\$40K+ growth opportunity) to General Manager for strategic review
- Conduct regular face-to-face and virtual (Zoom) meetings with managed accounts to build relationships and identify growth opportunities
- Educate accounts on Norman's product innovations, competitive pricing, and quality advantages to support their business growth and profitability
- Process new account openings according to established company procedures
- Execute company sales campaigns as directed by the General Manager

Dealer Support and Communication

- Serve as backup support for Territory Sales Managers during their absence
- Provide ongoing communication to dealers regarding rebates, order confirmations, promotions, new products, product updates, and order status inquiries

Job Requirements

- Strong organizational and communication skills
- Proficiency in managing schedules, logistics, and dealer relationships
- Ability to analyze financial opportunities and align with company sales goals
- Customer-focused with a proven ability to deliver high-quality service
- Familiarity with Norman's products and sales processes is preferred
- Strong attention to detail
- Excellent customer service skills

Norman is an equal opportunity employer of all qualified individuals; including minorities, women, veterans, and individuals with disabilities, and regardless of sexual orientation or gender identity. Norman will consider for employment qualified applicants with criminal histories in a manner consistent with all federal, state, and local ordinances.

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