



Regional Business Center Account Representative

Norman International Inc.

\$25 – \$30 / Hour

Job details

Pay	Job type
\$25 – \$30 / Hour	Full-time

Location

Lewisville, TX

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.

Job Description:

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

Responsibilities:

Event Management: RBC Product Management and Events

- Ensure showroom is clean, organized, and prepared for events and visitors, including maintaining products and refreshments.
- Coordinate hotel and events for attendees as well as preparing all materials for events and communication prior to, during and post events.

Execute: Showroom-Based Selling & Virtual Spotlights

- Execute company sales campaigns as directed by the General Manager.
- Keep customers informed on sales opportunities, product updates, upcoming promotions, events, and lead-time changes.

Backup:

- Plan and schedule customer field visits in advance to support the customer business growth opportunities (multi-day/overnight trips) as needed when Account Reps are unavailable.

Accessibility: Customer Responsiveness

- Respond to customer needs quickly and accurately; route inquiries to Technical Service, Customer Service, or other departments as needed, while remaining the customer's primary point of contact.

Showroom Coordination:

- Assist in product installation, troubleshooting and maintenance.
- Manage showroom schedules/calendar of events and act as the main contact for RBC, handling RSVPs,

deliveries, tour schedules, luncheons, transportation all customer interactions and touchpoints.

- Maintain an event satisfaction score of 90% or higher through dealer feedback on booking, planning and overall experience while attending the RBC.

Outreach: Communicate with Accounts

- Keep customers informed on company initiatives such as Rebates, order confirmation and support, promotional opportunities, new products and updates, order status and order entry support.

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

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

Job Type

- Full-time
- On-site
- Pay: \$25.00 - \$30.00 / hour

Apply Now