



Account Manager

The Floral Express Inc. is a wholesale fresh floral distributor and is dedicated to providing the floral industry with the finest selection of floral products at the highest quality, while maintaining competitive prices. We strive to be a leader in innovative floral trends as we continuously search the globe for new import products and offerings. Our pledge is to establish a lifelong relationship with our customers gaining their trust with exceptional merchandise and friendly, efficient service.

The Floral Express continues to grow and requires a new Account Manager(s) to service an existing customer base in addition to acquiring, expanding and maintaining floral sales accounts. This role will involve increasing company revenue by generating sales from new and existing customers. The Account Manager will also work with the sales team to raise awareness of company offerings and initiate new business ventures in order to increase market share and meet fiscal goals.

At The Floral Express, our goal is to provide our employees with an enjoyable workplace environment while fulfilling their career and financial aspirations in line with their responsibilities and contribution to the Company's success.

Duties and Responsibilities

- Service existing customer base weekly.
 - Contact all assigned clients by phone or email to obtain weekly orders.
 - Suggest specific items based on seasonality, customer requests and specials.
 - Professionally and courteously offer clients additional product in an attempt to bolster sales based off the *availability list.
 - Continuously endeavor to hit both personal and company sales and margin targets.
- Service existing customers for potential opportunities into the future
 - Offer and encourage *standing or *market orders in order to secure pricing, availability and ease for our clients.
 - Solicit and Document sales for extended dates such as weddings and special events.
 - Alert clients on seasonality changes such as color and product adjustments.
 - Offer available product versus product that is limited to availability.
 - Proactively promote available product opportunities that will be available into the near future.
 - Leverage opportunities to increase sales such as product promos in surplus seasons.
 - Offer holiday pre books when relevant.
- Strengthen the bond with existing customers

- Observe customers buying habits and recommend solutions to better meet their needs.
- Research customers via web and inquire in person to better understand their brand identity and needs.
- Create relationships with customers both on a business and personal level.
- Make personal sales calls to customers in line with account classification frequency guidelines.
- Consistent and dedicated communication to clients
 - Issue credits in timely fashion.
 - Correspond with customers quickly when product is not available or quality is suspect while offering solutions.
 - Demonstrate confidence and integrity in order to build a “trust” relationship.
- Performance Accountability with existing customers
 - Retain all assigned customers excepting unusual circumstances on occasion such as closures or credit issues.
 - Increase customer spending with Floral Express per specific targets.
 - Increase the percentage of customers with standing and market orders per specific targets.

Qualifications

- Passion for delivering exemplary customer service.
- Ability to establish engaging relationships with customers.
- Ability to listen and recognize needs of clients and leverage this insight to provide new solutions that will increase sales for The Floral Express.
- Strong organizational skills and detail oriented.
- Punctual quality penmanship and willingness to correct mistakes quickly.
- Excellent verbal and written communication skills.
- Broad knowledge of flower names and origin. Eagerness to gain further knowledge of all current and future products to better meet customer needs.
- Base-level knowledge in word, excel, email and web functions.
- Team driven but able to work independently when required.
- Valid G driver’s license.
- Understand gross profit margins and its purpose to better familiarize yourself with pricing.
- Personality traits- cheerful, friendly, helpful, enthusiastic, confident.

The Floral Express offers competitive salary packages, an incredible work environment, and career advancement opportunities. Training (initial and ongoing) in all functions is practiced where we believe that knowledge and willingness to advance are key factors to success for our entire team.

Qualified applicants should contact The Floral Express at:

craig@thefloralexpress.com or fax resume to 519 424 3462