

## Client Experience Manager

Openings in Irvine, CA and Los Angeles, CA  
Hybrid  
Full-time

### **ABOUT THE JOB**

#### **SUMMARY**

Client Experience Managers are highly organized individuals who have the ability to develop contractual relationships that work within the client's own infrastructure. They become a partner in their clients' daily business, having overall accountabilities for all sales and service functions. This business-to-business relationship should have a positive financial impact on both organizations and achieve mutually beneficial results. Compensation is designed for Client Experience Managers who are fully engaged with the customer. The Client Experience Manager directs customer specific strategy through the identification of opportunities and identifies customer trends.

#### **SPECIFIC RESPONSIBILITIES AND DUTIES:**

##### **Sales Support**

- Attend industry events (IFMA, CREW, NAIOP, CoreNet, IIDA, etc.) and/or client engagements (Lunches, Happy Hours, & Dinners).
- Prepare annual Account Plans for each Major Account.
- Prepare accurate sales forecasts and assigned goals.
- Meet or exceed annual gross profit and service mix goals; sales revenue goals to be determined annually by management and employee.
- Provide showroom tours and demonstration of products.
- Provide industry trends and relative workspace research and innovations, including technology in the workspace.
- Be skilled in "closing the deal".
- Maintain profitability by focusing on higher margin opportunities and capturing service fees for Design, Project Management, Installation and Delivery Fees.
- Obtain Deposit on all orders unless approved by management.
- Be skilled in handling customer objections or complaints.
- Lead in the preparation of proposals, budgets, thought starters, GBB, bids and presentations.
- Provide clear communication and management to Designers, Project Coordinators, and Installation contractors for successful outcomes of deliverables to customers and overall customer experience. Establishes overall project scope and manages dealer/manufacturer team to ensure coordinated effort.

- Provides single point of contact for, and coordinates with, client and all third-party firms (A&D firm, contractor, cabling vendor, building manager, electrician, Client's facility, IT group, movers etc).
- Performs site visits and pre-bid surveys to ensure accurate labor estimates
- Verifies on-site field measurements, dimensions, electrical layout, and other installation obstacles.
- Checks building regulations, loading dock access, freight elevator, hours of access and certificate of insurance.
- Provides solutions to customer issues by continually assessing the changing needs of the customer and design space, making appropriate decisions to correct the problem and communicating those solutions to the customer, the operation department and design department.
- Leads project implementation and installation.
- Manages project completion and close out.
- Be an active participant in the collection process.

### **Contract furniture/Technical skills**

- Has a strong knowledge of all aspects of contract furniture management, including account management, project management, order management, installation and relocation services.
- Has strong furniture and architectural product knowledge.
- Proficient with Microsoft projects, Excel, Word, PowerPoint etc.
- Strong communication skills, both written and verbal.
- Must be able to prioritize multiple tasks and delegate work as needed.
- Must have a strong understanding of the principles of job costing.

### **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.

- Minimum 2-year college degree preferable.
- Sales and/or Marketing experience, preferably with a furniture dealership.
- Good oral and written communication skills with attention to detail.
- Knowledge of order processing systems.
- Working knowledge of windows environment (spreadsheets, word processing).
- Steelcase product knowledge (systems furnishings, seating and casegoods).
- Knowledge and adherence to process.
- Attends and participates in new product and process seminars.
- Plans efficient itinerary for effective time utilization.
- Excellent organization and record keeping skills.
- This position is office based and work hours are 8:00 – 5:00 (or whatever 8 hour period you have agreed upon with your General Manager)
- Any overtime hours need to be preapproved through General Manager of Sales

**PHYSICAL DEMANDS:** The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of the

job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

**WORK ENVIRONMENT:** The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The noise level in the work environment is usually moderate.

#### **FEATURED BENEFITS**

- Medical insurance
- Dental insurance
- 401(k)