



Account Manager, National Accounts

About Us!

Inside Edge is a rapidly growing, employee owned, team-oriented company with an entrepreneurial spirit. We work to support our company's growth initiatives while supporting and servicing our customers, internally and externally, through our core company values. Our "Owner's Mentality" attracts top talent and inspires our employees to take pride and responsibility in the work that they do. We've been named a Top Workplace in Minnesota six times and aim to create a place employee-owners are proud to be a part of.

About the Team

We're enthusiastic, compassionate, bright, collaborative, fast-paced, and engaged. We bring our authentic selves to work and receive the support needed to grow. We strive to live the core company values – Integrity, Energy, Collaboration, Innovation, and Service.

About the Job:

This role requires a strategic, results driver with a "business owner" mindset that focuses on building strong direct relationships with the end user and the account executive while internally communicating customer needs. The role ensures that progress is being made in terms of bringing value that can command healthy profit margins that produce revenue growth and repeat sales within the account. The AM must obtain clear scope and requirements on a project-by-project basis and ensure scope is clearly communicated internally. Ultimately, the role is accountable for ensuring an extremely satisfied customer that desires to do more business year-over-year with Inside Edge.

Essential Functions:

- Work in a team environment to ensure customers' needs are being met and projects are progressing forward in a timely, cost-effective manner and make changes and adjustments as needed.
- Proactively apply strong problem-solving and customer service skills to effectively meet the needs of the customer.
- Review scope of work for project by using plans and takeoffs from the estimator.
- Create sales quotes for each project and submit them to customer (or Account Executive) on or before the required bid due date.
- Communicate any issues that arise with the end user in a timely manner.
- Use the Project Management system to create job codes, define scope, load pertinent documents, maintain work orders, and assign appropriate internal team members.
- Hold reoccurring account specific meetings with the internal team to review status of active projects as well as potential future activity of the account.
- Communicate regularly with end user per the customer's required method (i.e. weekly status reports, loading documents to customer portal, etc.)
- Monitor financials on each project, clearly noting any variances to budgeted cost and revenue.
- Document solutions and ensure others are informed of changes and developments.
- "Own" problems and see them through to completion and keep stakeholder parties involved and informed at all stages, as necessary.
- Commit to professional development through relevant training provided by the company.
- Work with Account Executive, customer, and internal team to evaluate the missed opportunities. Determine ways to be more successful in the future.
- Perform project close out duties, including but not limited to noting variances, ensuring invoicing has been completed, closing job code within the project management system.



- Ensure customer profiles for each assigned account is updated with pertinent info including but not limited to accurate material pricing, general scope documents, team member assignments and job types.
- Other duties as required related to the essential functions of the position.

Job Requirements:

- Bachelor's degree in construction management preferred. Or 2-Year degree from a technical college construction management program.
- Minimum 3- 5 years of industry experience required.
- Computer literacy and keyboard skills.

About You:

- High level of integrity
- Problem-solving skills
- Oral and written communication skills
- Interpersonal skills
- Organization and planning skills
- Time management skills
- Attentive to detail and accuracy
- Professional, adaptable, collaborative
- Customer service orientation
- Self-motivated and initiative

Physical Requirements:

- Must be able to sit at a desk for long periods of time while working on a computer, and using standard office equipment (e.g., keyboard, mouse, phone).
- Employees may need to stand, walk, or move about the office to attend meetings, interact with colleagues, or access communal spaces such as kitchens or copiers.
- The ability to perform fast repeated movements of fingers, hands, and wrists (keyboarding and other tasks).
- The ability to speak, hear and read while communicating both verbally and in writing
- Occasional lifting of lightweight office supplies or documents may be required (typically up to 15 pounds).

Benefits & Perks – Together We Own It!

- Employee Stock Ownership Plan (ESOP)
- 401k matching
- Bonus pay
- Paid time off
- Flexible schedule
- Health insurance
- Health savings account
- Vision insurance
- Dental insurance
- Flexible spending account
- Life insurance
- Employee assistance program
- Professional development assistance



Inside Edge Commercial Interior Services, LLC is an Equal Opportunity Employer. We celebrate diversity and are committed to creating an inclusive environment for all employees.