# EMPLOYMENT OPPORTUNITY

**Position:** Account Manager
**BOS Holdings Company:** BOS IL
**Location:** Chicago or Roselle, IL
**Status:** Full Time
**Salary Range:** $50,000.00 - $120,000.00

**About BOS IL**

BOS, a 100% employee owned (ESOP) organization that has been named one of Best 100 Places to Work in Chicago for the past six years by Crain's Chicago, is looking for an experienced Account Manager to join our Chicago(land) team.

With a quickly growing team, over 200,00 SQF of suburban space, and beautiful Chicago Inspiration Center in River North, there has never been a better time to join the BOS Holdings family!

**Why BOS IL:**

- 100% Employee Owned (ESOP)
- Employee Stock Ownership Plan
- Crain's Best 100 Places to Work Chicago 2018, 2020, 2021, 2022, 2023, 2024, 2025
- World's First (and consistently top & Best In Class) Haworth Dealers
- One of Market's Best Compensation Packages
- Career Advancement Opportunities
- Medical and Dental Benefits
- 401k Program, Dental, Life, Medical and Vision
- Paid Time Off
- World-Class Workspaces in Chicago, Roselle (HQ), Tampa and Orlando
- Winning Culture
- Professional Development Programs
- Flexible Work Schedule

**Job Description**

The Account Manager coordinates and executes all phases of the project management process on projects that are considered complex in nature due to their size or scope.

The Account Manager interfaces with all corporate resources (sales, design, technical services and administration), as well as, certain subcontractors (i.e. electrician, inter-market dealer etc.). The Account Manager is responsible for all communication related to the scheduling, coordination and utilization of those resources throughout the implementation of a project.

**Job Responsibilities**

The Account Manager is responsible for executing all phases of the Project Management Process as outlined below.

1. Selling Phase
    a. Determines objectives by gathering necessary project information from the client, architect and/or Project Management firm to identify the size, scope, budget and scheduling expectations of the project
    b. Prepares contracts/estimates and assists in the selling of products and services to prospective and existing clients.

2. Project Initiation Phase
    a. Prepares project schedule timeline of all tasks and associated milestones.
    b. Assembles project team members and assigns responsibilities and deadlines.
    c. Creates Gantt chart of project critical path for client and team members.
    d. Reviews plans and furniture requirements with architect and client in order to properly interpret design intent.

3. Specification and Proposal Generation Phase
    a. Produces a take off from design documents and edits as appropriate.
    b. Double checks accuracy of specifications generated by clients and/or design team.
    c. Preparation of specifications for products, freight and labor.
    d. Reviews shipping requirements with Operations personnel necessary for proposal creation.
    e. Prepares and organizes proposal by phases, floors, panels (beams/pads), components, drawer pedestals, files and seating.

4. Order Coordination Phase
    a. Receives and reviews client purchase orders
    b. Prepares all documents, including any special instructions, necessary for order placement.
    c. Verifies accuracy of product order, shipping information and production dates with manufacturer acknowledgements. Notifies manufacturers of any discrepancies.
    d. Obtain cuttings for approval, process approvals and confirm furniture manufacturer receipt of all COM's.
    e. Receives and processes all change orders which requires repeating letters a. – d. above.
    f. Maintains financial records of all changes and costs associated with project.

5. Project Coordination Phase
    a. Maintains communication with clients, construction Project Managers, installers and sub-contractors regarding project status.
    b. Sets up status reports recording all tracking information and dates related to the project. Distribute status reports routinely.
    c. Sets up project binders, filing documents throughout the project according to project management procedures.
    d. Updates all project reports as information changes.

e. Coordinates all project implementation with sales, design, installation, sub-contractors and client.
f. Troubleshoots and resolves problems throughout the project to avoid conflicting with project objectives.

6. Installation Phase
    a. Attends construction/pre-installation meetings.
    b. Requests and processes necessary certificates of insurance.
    c. Coordinates, reviews, assembles and distributes all installation documentation.
    d. Monitors job site conditions to determine appropriate installation start date.
    e. Establishes schedule for shipping, deliveries, installation, sub-contractors and dumpsters.
    f. Conducts job site visits and monitors installation progress to insure adherence to schedule.
    g. Reviews packing list to verify order completeness.
    h. Notifies Manufacturers, freight companies and BOS customer service of any product shortages and damage.

7. Close Out Phase
    a. Inspects each phase as completed, generates pre-punch list and notifies job foreman of corrective action items.
    b. Conducts walk through with client, architect or construction Account Manager to identify any remaining areas of imperfection.
    c. Resolves areas of imperfection and issues certificate of substantial completion for client sign off during final site inspection.
    d. Documents all field changes made during the installation and notifies design for completion of as-built drawings.
    e. Consolidates team files in to one set of records for future reference discarding all non-valid documents.
    f. Complete project history summary.

8. Professional Training and Development
    a. Keeps informed of developments in the profession, industry and organization for continual self-improvement and process refinement.
    b. Reinforces skill development in the training of project team designers by providing instruction and on going feedback of work reviewed by Account Manager.
    c. Provides project management training to designers, sales or technical services staff who must perform project management duties due to increased work volume.
    d. Advise supervisors of skill development progress.
9. Carries out all other reasonable duties and responsibilities that may be assigned from time to time for special projects.

**QUALIFICATIONS**

1. Must be able to effectively communicate to customers and others to who are involved throughout a project.

2. Must have significant computer experience and knowledge of Auto Cad, Project Spec, PowerPoint, Word, Excel, and any other specifying and project management programs.
3. Must have knowledge of and develop proficiency in sales and presentation skills.
4. Must have thorough understanding of design skills and processes.
5. Must be detail oriented and have strong organizational skills.
6. Must be able to utilize an architects scale and demonstrate proficiency at reading and interpreting blueprints.
7. Must have a general business sense and strong understanding of mathematical calculations used for discounting costs and profitability.
8. Must have a Bachelors degree from an accredited institution.
9. Must have a minimum of 5 years experience in the contract furniture industry.
10. Must have proven track record in accurately specifying furniture panel systems for completed projects.
11. Must be able to perform effectively with a minimum of supervision.
12. Must be resourceful, capable of adapting and coping with time pressures and troubleshooting responsibilities inherent to this position.

Interested? Send your resume to Kimberly Sullivan at kimberly.sullivan@bos.com