**Job Description**

**JOB TITLE**: Regional Sales Account Manager Northeast

**JOB CODE:** TBD

**DEPARTMENT:** Sales

**REPORTS TO:** CEO & President

**FLSA STATUS**: Exempt

**DATE:** 10.2.2025

**GENERAL PURPOSE OF THE JOB:**

To meet defined regional sales performance goals and assigned account management responsibilities to enable achieving / exceeding the new business development and sales/profit goals within the assigned region. The Regional Sales Account Manager will develop assigned market strategies and tactics in support of the company’s business plans, including:

* Executing sales resource and assigned revenue/profit plan.
* Timely lead generation and follow-through with existing and new customers
* Continuously monitoring and addressing challenges to ensure attainment of assigned divisional sales, profitability, and product/brand goals
* Providing technical product and field service training support to assigned accounts to assist in their utilization of Shapes Unlimited products within their production facilities.
* Works with integrity and contributes to building a positive, collaborative environment as aligned with Shapes Unlimited vision, mission and values.

**ESSENTIAL DUTIES AND RESPONSIBILITIES:**

* Exceed sales and gross margin targets as outlined in the annual operating and assigned territory plan.
* Participate in the development of Shapes Unlimited growth strategies and execution of assigned sales objectives with responsibility for all key lamination and fabrication product and service offerings within assigned territory.
* Provide on-demand product technical and field service support to customers via phone and email, as well as on-site.
* Provide detailed feedback to Shapes Unlimited Operations regarding performance, serviceability, and customer experiences/comments.
* Provide detailed forecasting and project quoting on assigned account opportunities for management review/approval.
* Maintain timely records and reports.
* Provide input to strategic decisions that affect field service support
* Remain current on products, application processes, equipment/tools, etc.
* Assist with the ongoing execution of a comprehensive training program that meets the needs of our customers (internal customer service team, assigned manufacturers, distributors, OEM’s) and that delivers a consistent and accurate message.
* Conduct ongoing market research to understand key competition within the assigned region.
* Generate understanding of the value proposition to build and maintain market share.
* Develop and maintain consultative relationships with major key accounts, partners, industry associations, etc.
* Attend trade shows, industry events representing Shapes Unlimited with responsibility for lead generation and follow-up on established contacts and Target Account opportunity tracking.
* Assist in building the skills and experiences of the sales team, provide growth opportunities and develop talent for promotion and succession.
* Must travel extensively (>50%) as on-site customer resource.

**LEVEL OF INDEPENDENCE**

Establishes procedures for attaining specific goals and objectives in a broad area of work. Only results are reviewed.

With guidance from Senior Management, on-going contact via reporting entries and standing meeting schedules will define supervisory expectations. Given the nature of a field sales role, compliance with Shapes Unlimited policies and procedures with remote territory management autonomy is expected.

**EDUCATION**

Bachelor's degree from four-year college or university in Business, Marketing, Finance and/or Engineering.

**EXPERIENCE**

More than 10 years related experience and/or training:

* Commercial Construction Design and Engineering Industry
* Door, Window, Fencing, Railing, Cladding and other relevant building materials segments.

**LANGUAGE SKILLS:**

Ability to read, analyze, and interpret general business periodicals, professional journals, technical procedures, or governmental regulations. Ability to write reports, business correspondence, and procedure manuals. Ability to effectively present information and respond to questions from groups of managers, clients, customers, and the general public.

**MATHEMATICAL SKILLS:**

Ability to calculate figures and amounts such as discounts, interest, commissions, proportions, percentages, area, circumference, and volume. Ability to apply concepts of basic algebra and geometry.

**COMPUTER SKILLS**

To perform this job successfully, an individual should have knowledge of Microsoft Office (Word, Excel, PowerPoint), CRM and/or ERP Systems, and Internet/Social Media platforms.

**REASONING ABILITY:**

Ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists. Ability to interpret a variety of instructions furnished in written, oral, diagram, or schedule form.

**CERTIFICATES, LICENSES, REGISTRATIONS:**

Licenses, certificates, and registrations are preferred /required to perform the essential duties of this job.

* Certified Project Management Professional a plus
* AFA / AAMA /FGIA Certification/s
* Valid driver’s license, with proof of current auto insurance. (*Required*)

**OTHER SKILLS AND ABILITIES:**

* CRM system experience
* Excellent oral communication skills.
* Problem solving and analytical skills.
* Ability to read blueprints and identify customer specifications.
* Ability to use measurement tools.
* Ability to use telephone, fax machine, and send emails.
* Conflict resolution skills

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

While performing the duties of this Job, the employee is regularly required to use hands to finger, handle, or feel and talk or hear. The employee is frequently required to sit. The employee is occasionally required to stand, walk and reach with hands and arms. The employee must regularly lift and /or move up to 10 pounds, frequently lift and/or move up to 25 pounds and occasionally lift and/or move up to 50 pounds. Specific vision abilities required by this job include close vision, color vision and ability to adjust focus.

**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.

While performing the duties of this Job, the employee is occasionally exposed to moving mechanical parts, fumes or airborne particles and outside weather conditions. The noise level in the work environment is usually moderate.