



## Account Manager

### Company Description:

**LiveTrends Design Group** is a design, marketing, and production company that specializes in unique home décor for the mass-markets in the USA and Canada. The LiveTrends brand is distributed at over 14,000 retail stores nationwide, and all of its products are designed and hand-crafted in the Orlando area. All LiveTrends products feature living components (succulents, air plants, cacti, etc.), which are artfully combined with trend-driven, creatively designed elements to make one-of-kind pieces of living art.

At LiveTrends our mission is bold but simple: to change how living décor is designed, sold and enjoyed...worldwide. Despite its youthful age of just 4 years, LiveTrends is becoming a household name in North America. Our products reach the homes of over 300,000 consumers each month, and the key to our success is our ability to create uniquely hand-made living décor at affordable prices and mass-market quantities. We also just received the honor of being listed **#256** on the national **Inc. 5000** list and **#3** on the Coolest **Inc. 5000** Products for 2017.

LiveTrends operates like a high fashion company: there are five full-time designers that work on trend forecasting, product development, and consumer testing. We have design and trend collaborators in many countries in Europe, including Denmark, Germany, and Belgium. As a result, LiveTrends designs over 150 innovative new products per year. We work on an 18-month forward product cycle, with heavy emphasis on trend forecast, home fashion, and consumer research.

LiveTrends' culture is extremely important to us. Every person on our team believes in our driving core values: Quality, Team, Passion, Speed, and Innovation. We view LiveTrends as a humble, fun, locally-crafted lifestyle brand with a national footprint. We currently employ 120 amazing people, and we are growing every day. Our products are available at Lowe's, Target, Wal-Mart, Home Depot, Costco, Publix, Whole Foods, Kroger, CVS, Amazon, and many other outstanding retailers in North America.

## Account Manager: Job Description

We are looking for a dynamic, creative and solution-driven Account Manager. This position's main goals are to create long-term, trusting relationships with our customers by delivering unique product programs that fit each retailer's needs. The Account Manager's role is to oversee a portfolio of assigned customers, develop new business from existing clients, and actively seek new sales opportunities.

Account management responsibilities include developing strong relationships with retail and wholesale customers, connecting with key business executives and stakeholders, discovering their needs, finding solutions, preparing sales presentations, and closing sales. Account Managers are also responsible for answering client inquiries, working with them on custom solutions, and identifying new business opportunities among existing and new customers.

A successful Account Manager should collaborate with all of our teams (Design, Marketing, Production, and Logistics) to deliver unique programs that fit the specific needs of each retailer. The Account Manager is individually responsible for the delivery of preset monthly budgets, moving certain inventory items as needed, and creating high-quality long-lasting relationships with customers and partners.

The LiveTrends Brand promises are **Quality, Team, Passion, Speed, and Innovation**. These values are the driving factors that create the blue print for all positions at the company. The Account Manager role is one of the most important representation of such values.

### Responsibilities:

- Serve as the lead point of contact for all customer account management matters
- Discover customer needs, work with available inventory, and provide fitting solutions
- Build and maintain strong, long-lasting client relationships at personal level
- Negotiate contracts and operating agreements with clients
- Work on product costing and prepare presentation offers that maximize profit margins
- Develop trusted advisor relationships with key accounts, customer stakeholders, and executive sponsors
- Ensure the timely and successful delivery of our solutions per customer needs and objectives

- Clearly communicate the progress of monthly/quarterly initiatives to internal and external stakeholders
- Develop new business with existing clients and/or identify areas of improvement to meet sales quotas
- Forecast and track key account metrics (e.g. quarterly sales results and annual forecasts)
- Prepare reports on account status
- Collaborate with business development team to identify and grow opportunities within territory
- Assist with challenging client requests or issue escalations as needed

### **Qualifications:**

- Ability to serve as a role model and uphold the LiveTrends Vision, Mission, and Values
- Passion for design, fashion, and home décor are a big plus
- Creativity and solution-driven way of thinking
- Proven work experience as an Account Manager, Key Account Manager, Sales Account Manager, Junior Account Manager or relevant role
- Ability to travel as required
- Solid experience with CRM software and MS Office (particularly MS Excel and Power Point)
- Experience delivering client-focused solutions to customer needs
- Proven ability to juggle multiple account management projects at a time, while maintaining sharp attention to detail
- Excellent listening, negotiation and presentation abilities
- Strong verbal and written communication skills
- BA/BS degree in Business Administration, Sales or relevant field and/or combined experience

### **Benefits:**

- Competitive pay structure (solid base and commission)
- Matching 401k
- Medical insurance and additional health benefits
- Gym membership
- Paid time off and paid holidays throughout the calendar year
- Ability to learn, be creative, and deliver truly beautiful products to millions of consumers
- Through proven success, motivation, and team work, potential for growth and promotions within the organization

**View us at:**

[www.livetrendsdesign.com](http://www.livetrendsdesign.com)

<https://www.facebook.com/livetrends/>

<https://vimeo.com/202395651>

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LiveTrends is proud to be an Equal Opportunity Employer. All qualified applicants will receive consideration without regard to race, religion, color, sex (including pregnancy, gender identity, and sexual orientation), parental status, national origin, age, disability, family medical history or genetic information, political affiliation, military service, or other non-merit based factors, or any other protected categories protected by federal, state, or local laws.

In compliance with federal law, all persons hired will be required to verify identity and eligibility to work in the United States and to complete the required employment eligibility verification document form upon hire.

LiveTrends does not accept unsolicited resumes from search firms or any other vendor services. Any unsolicited resumes will be considered property of LiveTrends and no fee will be paid in the event of a hire.