



## Account Manager

Des Plaines, IL

Protolight's Account Managers spearhead our client relationships and serve as the primary conduit to our valued customers. As an Account Manager, you will be responsible for translating your clients' needs first into timely estimates and eventually into actionable project plans, as well as supporting their ongoing requests.

### **WHAT YOU'LL BE DOING:**

#### Client Cultivation

- Answer new and return client requests which includes email/phone communications, site surveys, and meetings
- Maintain current clients with continued sales and support, and establish additional business/clientele
- Contribute to building our sales, projects, and systems/integration businesses with new strategic opportunities by presenting information behind potential capital investments or initiatives for the company, and submitting them for management review/approval

#### Project Estimation

- Complete or assist with product and project estimates, which may include:
  - Boxed goods/equipment sales
  - System integrations/installations
  - Venue/system design and consulting
- Conduct client demonstrations of equipment
- Create system designs, conduct product research, and prepare specifications

#### Project Facilitation

- Manage client projects, from initiation to completion including maintaining forward progress, utilizing the assistance of other employees and project-based labor to facilitate projects, and being accountable for project completion
- Participate in and/or coordinate regular status meetings to gather updates, keep team members informed of progress, and enlist assistance to ensure continued movement towards goals
- Travel between job sites and office as needed to complete projects

#### Client Support

- Conduct service calls and handle system troubleshooting/triage
- Coordinate and contribute to rigging inspections, enlisting the help of our certified rigger
- Complete soft goods or other measurements on-site to facilitate ordering of goods
- Deliver equipment or other goods to client sites if needed

#### Other Tasks

- Support senior leadership with staff management, development of standard processes, and assist in training implementation
- Participate in marketing including attend/assist with demos, assist with planning and/or representing us at our trade show booths, attend industry trade shows/conferences, assist with social media and email marketing



- Complete training and develop skills in: basic Photoshop, Illustrator, AutoCAD, and Vectorworks; QuickBooks; website backend software; and phone system

#### **WHAT WE'RE LOOKING FOR:**

- Basics: Bachelor's degree and 2+ years' work experience required
- Sales Skills: Prior sales or business development experience a strong plus
- Industry Knowledge: Theatrical lighting, sound, audio/visual, and/or the design-build or construction process experience preferred
- Multitasker: Organized, focused, and attentive to detail – able to manage multiple projects, a variety of clients, and a number of obligations each week
- Follow Through: Proven track-record of following through and responding to demands with urgency
- Curious: Can pick up new things quickly and interested in learning more about the technology we sell and industry we operate within
- Keep Up with the Team: Able to work in a fast-paced environment with a calm demeanor and problem-solving skills
- Mesh with the Team: Team-player who can brainstorm with us, pitch in on others' projects, isn't afraid to ask questions, can own their mistakes, and seeks out help when needed
- Customer Service Mindset: personable with strong communication skills, interfacing effectively with clients, contractors, and coworkers
- Responsible: Reliable and punctual
- Logistics: Must have a personal vehicle, valid driver's license, and be comfortable driving around the city and suburbs

#### **WHAT WE OFFER:**

- Opportunity to work on cutting edge projects with a variety of client types
- Competitive pay with bonus potential
- Newly renovated office and shop space
- On-the-job training from highly experienced industry pros
- Top-shelf health insurance choices, 401k retirement plan, paid holidays, and vacation time