

Key Account Manager

Company Overview:

The Look Company specializes in providing world-class visual engagement solutions for sport, retail, and commercial clients around the globe. We are a high-energy, fast-paced organization that thrives on innovation, collaboration, and results. As we continue to grow, we are looking for a driven individual to help lead our production efforts and support our expanding operations.

At The Look Company, we value creativity, teamwork, and a can-do spirit. We offer the chance to grow with a global company that rewards initiative, supports professional development, and fosters a culture of belonging and excellence.

Position Overview: Full time, 1 year contract with the possibility of extension

The role serves as a key support function for the Retail Sales Team, acting as the primary link between clients, sales, and internal departments at The Look Company. This position is responsible for managing client requests, coordinating project requirements, and ensuring seamless execution from proposal through to production, delivery, and billing. By maintaining accurate client information, supporting the preparation of sales materials, and overseeing project timelines, the role ensures exceptional customer service and successful fulfillment of client needs. Additionally, the position provides coordination for external services such as installations, freight, and large-scale rollout programs, while maintaining a strong knowledge of The Look Company's products and services.

Job Duties (include and are not limited to):

- Provide day-to-day support to the Retail Sales Team by managing client requests with a high level of customer service, regularly liaising with client staff to ensure seamless communication between clients and internal teams at The Look Company.
- Gather and define client requirements, scope, and objectives, overseeing projects from initiation to completion while acting as the internal advocate for client needs.
- Assist the Sales Team with preparing and entering proposals, quotes, and collateral materials, serving as the team's key internal support resource.
- Maintain and update accurate client records in the company database, ensuring

accounts are set up and managed in accordance with The Look Company's processes.

- Process and track sales orders and work orders, managing projects through production, shipment, and delivery.
- Coordinate with the Production Manager to monitor timelines, ensuring projects are completed and delivered on schedule.
- Verify that all orders and projects are billed accurately and invoiced in a timely manner.
- Manage artwork approval processes, ensuring client feedback and approvals are received promptly.
- Support external services, including installation, freight, custom fabrication, and project management for large-scale rollout programs, as required.
- Maintain up-to-date knowledge of The Look Company's products, services, and departmental functions.

Qualifications & Requirements

- Three (3) or more years of experience in client service in a related or B2B field
- Event or Retail industry experience an asset
- Able to handle multiple tasks, concurrent activity, deadlines and changing priorities
- Strong computer, excel, personal communication and multi-tasking skills
- Be able to liaison with various internal and external company departments to facilitate design, production, installation, order entry, purchasing and accounting requirements
- Experience in using an ERP system for configurator quotation and detailed entering of sales orders
- Excellent client-facing and internal communication skills
- Excellent written and verbal communication skills
- Solid organizational skills including attention to detail and multitasking skills

Benefits:

- Company paid extended health care & dental after (3) months
- Life insurance
- Wellness program
- Company events
- Casual dress
- On-site parking

- PPE supplied
- Company reimbursement steel toes after three (3) months

We believe a diverse workforce makes a difference. We are an Equal Opportunity Employer. We appreciate the interest of all applicants, however, only those selected for an interview will be contacted.