

## Senior Customer Account Representative – Sport Division

### Company Overview:

The Look Company North America specializes in delivering extraordinary visual engagement solutions for sport and retail customers. We are looking to hire a Senior Customer Account Representative on a permanent full-time basis.

**Company Website:** <https://thelookcompany.com/>

**Hours of Work:** Day shift 9:00am-5pm

\*Hours may vary depending on project or event

**Position Overview:** Permanent, full-time Mon-Fri, on-site with possible occasional travel required.

Reporting directly to the Director of Sport, the Senior Customer Account Representative will be responsible for supporting both the Sales Representatives and the Sales Account Managers to service clients in the sport and event industry by providing necessary information and pricing on The Look Company products and installation.

### Responsibilities

- Liaise with Sales Representatives to identify and define client project requirements, scope and objectives and project manage client requirements to fulfilment.
- Support sales and project delivery in sport markets (NHL, CFL, etc.)
- Make certain that clients' needs are met either directly or in support of the sales team.
- Support both the Sales Representatives and the Sales Account Managers to quote standard items and provide information that clients require.
- Use of ERP (Seradex) for detailed entering of sales orders and work orders.
- Provide delivery dates and details for Production Manager and Project Delivery Managers.
- Responsible for artwork approvals with clients.
- Support with services that will be external to the Look Company, such as, installation, freight, custom fabrication, more project management driven larger rollout programs as required.

### Candidate Characteristics:

- Capable of handling multiple priorities and projects simultaneously with a high attention to detail.
- A calm and efficient individual who is capable of working under tight and changing timelines.
- Deadline driven and capable of holding themselves to specific timelines.

- Ability to work in a fast-paced environment independently or with a team.
- Ability to learn new applications quickly.
- Strong ability to listen, understand objectives and translate design concepts into reality for production purposes.
- Ability to analyze, compare, and interpret detailed and sometimes poorly defined information, and capable of making sound and accurate judgments based on best available information.
- A team player willing to support other company staff as required.

**Education and Experience:**

- 3 plus years of experience in client service in a related field
- Event industry experience an asset
- Able to handle pressure and changing priorities
- Strong computer, excel 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 for 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
- Strong working knowledge of Microsoft Office and ERP systems

**Benefits:**

- Company paid extended health care after (3) months
- Company paid dental benefits after three (3) months
- Life insurance
- Wellness program
- Casual dress
- On-site parking
- Public transportation
- PPE supplied
- Yearly company paid steel toe footwear 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.*

If you are interested to learn more or in applying for this position, please apply through our website at: <https://experience.thelookcompany.com/careers>