

## JOB POSTING

# Jr. Account Manager - Product Sales & Installation

### OVERALL RESPONSIBILITY

The Junior Account Manager is responsible for driving revenue through the sale of both new products and Soundbox's used rental inventory. This role manages the entire sales process—from sourcing and marketing available inventory to preparing quotations, negotiating sales, coordinating deliveries, and providing exceptional customer service.

A significant focus of this position is maximizing the value of Soundbox's used equipment by creating compelling online listings, maintaining accurate inventory information, responding promptly to inquiries, and ensuring equipment is presented professionally to prospective buyers. The Junior Account Manager will also identify opportunities to sell new products and equipment to existing and prospective customers, building long-term relationships while supporting the company's overall sales objectives.

In addition, this role provides day-to-day support to the Sales Director by assisting with larger sales opportunities, preparing quotations and proposals, coordinating project details, following up on customer inquiries, and helping manage administrative and operational sales tasks. This partnership allows the Sales Director to focus on strategic business development while ensuring timely and professional execution of larger projects.

The successful candidate is highly organized, self-motivated, customer-focused, and comfortable managing multiple opportunities simultaneously. They possess strong communication skills, an interest in professional audio, video, lighting, and event technology, and a passion for delivering outstanding customer experiences.

### KEY AREAS OF RESPONSIBILITY

#### USED EQUIPMENT SALES

- Manage the sale of Soundbox's used rental inventory.
- Photograph, describe, and create professional online listings for available equipment.
- Maintain listings across online marketplaces, websites, and social media platforms.
- Monitor listing performance and update pricing or descriptions as required.
- Respond promptly to customer inquiries and provide detailed product information.
- Prepare quotations and negotiate pricing within approved guidelines.
- Coordinate inspections, demonstrations, pickups, shipping, and payment processing.
- Maintain accurate records of inventory availability and completed sales.

#### NEW PRODUCT SALES

- Generate sales opportunities for new professional audio, video, lighting, staging, and event technology products.
- Prepare customer quotations and proposals.

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- Follow up on open opportunities and maintain an active sales pipeline.
- Develop relationships with existing customers while identifying new business opportunities.
- Recommend products and solutions that meet customer requirements.

### CUSTOMER SERVICE & RELATIONSHIP MANAGEMENT

- Provide exceptional customer service before, during, and after each sale.
- Respond professionally and promptly to phone calls, emails, and online inquiries.
- Build long-term customer relationships that encourage repeat business.
- Resolve customer concerns in a timely and professional manner.

### SALES ADMINISTRATION

- Maintain accurate customer records within the CRM and business systems.
- Coordinate with warehouse staff to confirm inventory availability and product condition.
- Prepare invoices, sales documentation, and shipping paperwork as required.
- Track sales activities and assist with forecasting and inventory reporting.
- Ensure all transactions are completed accurately and efficiently.

### MARKETING & ONLINE PRESENCE

- Assist in promoting available inventory through digital marketing and social media.
- Keep online listings current with accurate descriptions, specifications, and pricing.
- Research market values to ensure competitive pricing.
- Support promotional campaigns for new products and special sales events.

### QUALIFICATIONS

- Previous sales or customer service experience preferred.
- Knowledge of professional audio, video, lighting, and staging equipment.
- Excellent verbal and written communication skills.
- Strong organizational and time management abilities.
- Comfortable using computers, CRM software, and Microsoft Office or Google Workspace.
- Experience posting products on online marketplaces (Marketplace, eBay, Kijiji, etc.) is an asset.
- Ability to prioritize multiple tasks while maintaining attention to detail.

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### KEY COMPETENCIES

- Customer-focused mindset
- Strong interpersonal and communication skills
- Sales and negotiation ability
- Organization and attention to detail
- Self-motivated with strong initiative
- Problem solving and critical thinking
- Professionalism and integrity
- Team collaboration
- Adaptability and willingness to learn

### SUCCESS IN THIS ROLE

A successful Junior Account Manager consistently generates revenue through the effective sale of used and new equipment, maintains professional and engaging online listings, delivers exceptional customer service, and develops lasting customer relationships. They are proactive in identifying opportunities, responsive to customer needs, and contribute positively to the continued growth and reputation of Soundbox Productions.

### COMPENSATION

- Annual salary range of \$50,000 to \$55,000, depending on experience
- Health Benefits package
- Company cell phone plan or monthly buy-out of \$50
- 2 weeks paid vacation time (accumulated at 4%)