



JOB VACANCY

Position Title: Audio-Visual Account Manager

Building Infrastructure Group, Inc. (BIG) is an industry leader in the Structured Cabling Systems (SCS) & Audio/Visual (AV) Systems industry in the Mid-Atlantic region. BIG has built a strong reputation in the telecommunications industry as a company that focuses on an 'employee-centric' culture -- where the Company's emphasis is prioritizing employee engagement, autonomy, and creativity.

Position Responsibilities

As a representative of the AV Team, the AV Account Manager will be responsible for identifying opportunities with new and existing clients within AV environments that include, but not limited to:

- **Account Management:** Manage new and existing AV accounts, ensuring high levels of client satisfaction and retention.
- **Client Interaction:** Conduct thorough needs assessments to understand project requirements and recommend appropriate solutions, including attending onsite and virtual meetings with clients and project team members.
- **Proposal Creation:** Develop AV proposals, including writing contractual language and statements of work, for review by the team lead or director. Prepare written Scope of Work (SOW) and proposals.
- **RFP Review:** Review Requests for Proposals (RFPs) and assess opportunities for bid/no bid decisions.
- **Proposal Delivery:** Develop price quotations and bid responses that are complete, accurate, and profitable.
- **Collaboration:** Work closely with the engineering and project management teams to provide solutions. Attend site surveys as needed. Ensure a smooth transition from POS through installation and project close-out by working with the installation team.
- **Sales Growth:** Identify opportunities for upselling and cross-selling AV products and services to existing and new clients. Generate sales leads by representing the company at industry events, technological briefings, and trade shows.
- **Database Management:** Actively use internal databases to complete and track pending opportunities.
- **Professional Relationships:** Establish professional relationships with equipment vendors.
- **Training and Development:** Participate in training and professional development activities as recommended by management. Maintain a deep understanding of the company's AV/technical products and services and stay abreast of industry trends and advancements.
- **Industry Certifications:** Obtain CTS certification and continue to develop product knowledge with manufacturer training and certification programs.
- **Internal and External Relationships:** Promote the company as a whole and assist in developing relationships, additional revenue, and other lines of business.
- **Team Leadership:** Have the ability to make and effect changes amongst the team as the business unit evolves. Create a safe, positive work environment that promotes ethical and sound business practices, attention to detail, and quality installations. Ensure the team not only maintains but enhances the reputation of the company as a leader in the installation of communication systems.
- **Core Values:** Represent BIG's core values of Integrity, Quality, Loyalty, and Pride at all times.
- **Other Duties:** Perform other duties and projects as assigned.

POSITION REQUIREMENTS:

Experience:

- Minimum of 3 years of experience in audio visual sales, with a preference for commercial and professional AV experience.
- Familiarity with current video conferencing technologies.
- Strong client management and communication skills.
- Ability to create detailed and accurate AV proposals.
- Experience in reviewing RFPs and making strategic bid/no bid decisions.
- Excellent organizational and multitasking abilities.
- Ability to work collaboratively with engineering and project team

Knowledge:

- Experience working in an AV design/build integrator environment.
- Ability to understand, present and demonstrate visual collaboration products and services to end user customers.
- Ability to prioritize and work in a fast-past environment, demonstrate a high degree of initiative, as well as excellent problem-solving skills.
- Ability to work under pressure while meeting all contract deadlines.
- Ability to work independently; Excellent punctuality and reliability record with willingness to work overtime as needed.
- Adherence to regular attendance and normal scheduled hours. Must be willing to work a flexible schedule determined by client site requirements i.e. early morning and/or evening hours.
- Valid driver's license and acceptable driving record required.
- Ability and willingness to travel to and from various projects and client sites in and around the D.C. metro area.
- High school diploma or GED required; College degree desirable.

Skills

- Knowledge of the latest AV technology and trends.
- Strong problem-solving skills and attention to detail.
- Professional, team-oriented work ethic; ability to see the 'Big Picture'.
- Proficiency in Microsoft Office.
- Excellent written and verbal communication skills and customer service skills; Ability to work and correspond with a wide range of individuals ranging from senior executives to construction personnel.
- Due to client contract specifications, US citizenship required.

EOE