

Job Description

TITLE:	Account Manager All
CLASSIFICATION:	Part Time / Full Time
DIVISION:	Smartstone Australia
REPORTS TO:	State Manager / Sales Manager / Area Manager
LOCATION:	All
DATE REVEIWD:	August 2025

PURPOSE OF ROLE

To manage the day-to-day requirements of assigned accounts through effective and proactive account management to achieve and exceed sales targets. This role focuses on building strong relationships, identifying opportunities for growth, and ensuring Smartstone's products are specified and supplied in line with business objectives.

KEY RESPONSIBILITIES

1	Maintain relationships with new and existing clients through effective customer service and proactive account management.
2	Identify and manage a portfolio of key accounts, including training client sales staff, updating merchandise and sampling, and developing initiatives to increase visibility of the Smartstone brand.
3	Ensure customers have current merchandise, sampling, product updates, and respond promptly to requests for information or materials.
4	Communicate with relevant decision-makers to understand business needs and objectives, assisting in business development and value creation.
5	Identify and work with relevant stonemasons to ensure clear exchange of information relating to their projects, including promotions and pricing.
6	Develop and monitor strategies to achieve sales and budget targets through daily sales tracking, sampling, and project placement.
7	Generate new leads through prospecting, industry events, publications, and referrals, converting them into new business opportunities supported by relevant marketing activities.
8	Conduct effective client meetings and product presentations to ensure customers have a thorough understanding of the Smartstone product range and uncover opportunities for specification.
9	Maintain accurate administration through sales reports, sales forecasting, CRM management, project tracking, stock/colour forecasting, and monitoring of business wins and losses.

Sydney
29a Henderson St
Turrella NSW 2205
t. +61 (0)2 9556 6090
f. +61 (0)2 9556 3208

Melbourne
25 West Park Dr
Derrimut VIC 3026
t. +61 (0)3 9394 3120
f. +61 (0)3 9394 3129

Brisbane
60 Blanck St
Ormeau QLD 4208
t. +61 (0)7 5549 9700
f. +61 (0)7 5549 0499

Perth
72 Bushland Ridge
Bibra Lake WA 6163
t. +61 (0)8 9494 0100
f. +61 (0)8 9494 0190

Adelaide
57 Barnes Avenue
Marleston SA 5033
t. +61 (0)8 8113 6000
f. +61 (0)8 8113 6099

10	Attend team sales meetings and contribute to the progress of your client portfolio, including new business development, sampling, promotions, and marketing requirements.
11	Attend all weekly and monthly meetings and training as required by the business.
12	Promote and contribute to Smartstone's culture and values through leadership and professional conduct.
13	Ensure the health and safety of all staff, contractors, and customers by adhering to WHS practices, policies, and processes.
14	Assist in other duties as required and directed.

EXPECTED OUTCOMES & KEY MEASURABLES

1	Achievement of monthly volume, revenue, and gross profit targets.
2	Accurate and up-to-date CRM database maintenance.
3	Achievement of monthly new business targets.
4	Preparation of an accountable and measurable business/sales plan, reviewed quarterly.
5	Consistent call cycle adherence.
6	Timely and accurate weekly/monthly reporting.

EXPERIENCE

- Demonstrated experience in an account management or sales role.
- Experience presenting to individuals and groups.
- Proficiency in Microsoft Office products.
- Experience using Greentree or similar CRM/ERP systems.

QUALIFICATIONS

- Completed Year 12.
- Tertiary studies in business, marketing, or a related discipline are an advantage.

SKILLS

- Excellent customer service skills, with a proactive approach to exceeding expectations.
- Ability to build and maintain strong relationships internally and externally.
- Ability to execute plans and achieve results.
- Strong organisational skills and attention to detail.
- Ability to negotiate and close sales effectively.

BEHAVIOUR CRITERIA

- Self-starter who is reliable, trustworthy, flexible, and adaptable.
- Takes responsibility and ownership for results.
- Communicates professionally both in writing and verbally.

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