

Job Description

TITLE:	Account Manager
CLASSIFICATION:	Full Time
DIVISION:	Smartstone Australia
REPORTS TO:	State Manager / Sales Manager
LOCATION:	All
DATE REVEIWD:	March 2026

PURPOSE OF ROLE

To manage a portfolio of existing accounts to increase sales volume, revenue, and gross profit while developing new business through effective and proactive account management in accordance with agreed sales/business plans.

KEY RESPONSIBILITIES

1	Maintain relationships with existing clients through effective customer service and proactive account management.
2	Create increased revenue by identifying opportunities to sell the Smartstone product and provide creative solutions with both new and existing clients.
3	Establish new leads through prospecting, stonemasons, industry magazines/publications which can be converted to new business opportunities and follow-up with relevant promotional and marketing activities.
4	Conduct effective client meetings and ongoing product presentations to ensure customers have a thorough understanding of the Smartstone product range and uncover all possible opportunities for specification.
5	Effectively distribute Smartstone merchandise to customers who will deliver the greatest return on investment. This will require identifying your key customers, ensuring they have current merchandise, sampling, product updates and respond to ongoing requests for sampling etc.
6	Ensure effective administration functions through the completion of sales reports, sales forecasting, management of client base in CRM system, project tracking, stock/colour forecasting, achievement of sales budget, prospects, key client activity, business wins and losses etc.
7	Attend team sales meetings and proactively contribute to the progress of your client portfolio including new business, sampling/marketing requirements, promotions etc.
8	Participate at relevant marketing events in order to promote Smartstone Australia products and generate new leads.
9	Monitor competitor movement and establish strategies so that any objections can be met with positive solutions.

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THE BENCHMARK IN STONE

10	Attend all weekly and monthly meetings and training as required by the business.
11	Contribute to the overall culture of HVG by understanding and behaving in line with the company culture and values statements.
12	Ensure the health and safety of all staff, contractors, customers etc through adherence to all WHS practices, policies and processes.
13	Assist in other duties as needed and directed.

EXPECTED OUTCOMES & KEY MEASURABLES

1	Achievement of monthly Volume, Revenue and Gross Profit targets.
2	Completing monthly maintenance of the CRM database.
3	Achievement of monthly new business targets
4	Prepare a business/ sales plan which is accountable and measurable -to be reviewed quarterly.
5	Appointment call cycle
6	Weekly/monthly reporting

EXPERIENCE

- Experience in customer service or relationship management roles.
- Experience presenting to individuals and groups.
- Proficiency in Microsoft Office products.
- Experience using CRM systems.

QUALIFICATIONS

- Completed Year 12.
- Tertiary studies is an advantage.

SKILLS

- Excellent customer service skills, being proactive and exceeding customer 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.
- Accepts responsibility and ownership for results.
- Communicates professionally both in writing and verbally.

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