



**Title:** Account Manager

**Location:** 2345 Alyth Road SE, Calgary

**FYI: Star will be moving to a new facility at 292156 Crosspointe Road, Rocky View County, AB (behind the Century Downs Racetrack/Casino in Balzac).**

At Star, our people make the difference. We offer an exciting place to build your career with competitive compensation and benefit packages, company matching RRSP/DPSP program, employee home purchase program and employee discounts.

### **Job Overview**

Reporting to the Sales Manager, as the **Account Manager** you manage the relationship between the company and its customers. You monitor account performance, plans and execute procedures for their assigned accounts.

Your day-to-day responsibilities will include:

- Acting as the primary contact, redirecting, and following up to ensure the applicable departments handle current job files in the system and in the queue, including pricing and the stage of job documentation.
- Ensuring job information is up-to-date and accurate, prepared for sites, and future jobs are ready to be scheduled.
- Ensuring the delivery of positive, timely and diplomatic customer experience, addressing and resolving customer inquiries, concerns and expectations efficiently.
- Staying current with the specifications and ongoing promotions of market competitors, customer needs, and market trends.
- Obtaining forward-looking data from their customers, specifically increases or decreases in volume, the mix of spec vs pre-sold, model popularity and any other significant changes.
- Managing purchase orders quotes, sales orders, pricing updates, payments, and assisting the credit department in setting up new accounts and keeping payments current.

As our ideal candidate, you are...

- A strong communicator; you clearly express your thoughts in conversation as well as write and present in a persuasive and influencing manner.
- An active listener; you seek to understand and listen to others in a non-judgmental way.
- A creative problem solver; you think outside the box for solutions without fear of failure.
- A leader; you attract, retain, develop or improve the skills of others through effective coaching and guidance.
- Mindful; you respect diversity and deal with sensitive situations in high standards of integrity.
- Excellent service oriented; you handle relations with customers, internal and external parties with tact and diplomacy.

### **Essential Requirements**

- High School Diploma or equivalent.
- Minimum 3 years of previous in the industry.
- Satisfactory verification of criminal record check.
- Class 5 driver's license and a reliable vehicle for site travel.
- Proficient in Microsoft Office Programs (Outlook, Word, Excel, Teams, SharePoint and Power Point).

### **What We Value**

- Creating trusting and successful working relationships.
- Setting clear, measurable and achievable goals.

- Cooperating with team members in an open, positive and respectful manner.
- Taking responsibility for the outcomes of decisions and actions.
- Consistently meeting customer expectations.
- Staying current on technical job skills.

### **Work Conditions**

You primarily work in an office setting during regular business hours. Travel to sites and overtime may occasionally be required.

### **About Us**

Star Building Materials is an independent, wholly owned division of Qualico. Since 1958, Star Building Materials has sourced, manufactured, and supplied quality building materials to builders, developers, renovators, and homeowners. It is our mission to innovate within the construction industry, exploring new methods to help you reduce waste, increase efficiency, and manage project costs.

None of this would be possible without people. We hire only the most forward-thinking, experienced, and passionate staff to serve your building needs. We care deeply about the quality of the products and service you receive, and we invest in our relationships both with our employees and our customers. We aim to reach beyond minimum standards of safety and environmental concerns.

We serve our clients with some of the most innovative building solutions available, including framing and finishing materials, engineered wood floor systems, trusses, drywall, insulation, and a wide selection of related supplies. To learn more, click [here](#).

*Qualico welcomes applications from people with disabilities. Accommodations are available upon request during the assessment and selection process.*

Candidates being considered will be contacted. We thank you for your interest. Join our [Talent Community](#) to stay up to date on job opportunities and to find out why we have the best reason to come to work every day.

**Closing date:** April 7, 2025

[Apply here](#)