



Job Title: Account Specialist	Employee Signature & Date:
Department: PFA	Reports to: CEO
Created Date: April 2025	Approved By: Jerry Myer

### Position Overview

The Integrity Group of Companies consists of five different business units, with the primary areas of focus including the construction of post frame buildings across Western Canada, supplying framing material packages to homebuilders in Calgary and area, as well as manufacturing.

The Account Specialist will be responsible for building business relationships with new and existing customers for Post Frame Advantage. As an integral part of the company's growth and development, the ideal candidate is an ambitious self-starter with a strong attention to detail, while understanding the importance of managing relationships and customer service excellence.

### Roles and Responsibilities

- Build and promote strong client relationships through proactive customer communication and relationship-building strategies.
- Collaborate with clients to determine product requirements.
- Promote and maintain knowledge of all new and existing products
- Process sales transactions for PFA accounts and customers, including trusses, lumber, metal cladding and other specialized post-frame products
- Work closely with internal teams such as IPS, IBP, IME and Operations, as well as External Vendors to ensure project execution and customer expectations are met.
- Provide regular updates, respond to inquiries and address any client concerns in a timely manner.
- Investigate loss of sales and/or transaction profitability as needed.
- Identify and acquire new client prospects through outbound strategies including phone, face to face and industry networking or tradeshows.
- Ability to problem solve and seamlessly adopt new processes or protocols as required.

### Education/Experience Requirements

- **Minimum Experience:**
  - Minimum three years experience in the post-frame or lumber industry
  - Sales experience in building materials would be considered an asset

### **Skills/Qualifications**

- Ability to build strong relationships with customers.
- Attention to detail and accuracy is required.
- Strong negotiation skills.
- Demonstrates professionalism, flexibility and 'can do' attitude.
- Strong organizational, planning and time management skills.
- Self-starter with the ability to work cooperatively and be willing to assist others.
- Excellent verbal and written communication skills.
- Excellent leadership and interpersonal skills.
- Analytical, fair problem-solver.

### **Technology & Equipment**

- Google Workspace (Drive, Sheets, Gmail, Slides, Docs)
- Sales and Inventory Software
- Project Management Software

**NOTE: This job description is not intended to be all-inclusive. Employee may perform other related duties as assigned to meet the ongoing needs of the organization.**