



Title: Account Manager

Location: 3735-8th Street Nisku, AB

At Star Building Materials, 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 and purchase orders 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 sales experience in the building materials 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

At Star, we offer an exciting place to build your career. Star Building Materials has a reputation as leading Roof Truss and Engineered Wood specialists within the industry, built on workmanship and innovative approach to design solutions.

With over 40 years of experience operating from a modern 22,000 square foot production facility supplying roof trusses, open web floor trusses and engineered wood products for use on residential, multi-family, commercial and agricultural buildings. 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: October 24, 2025

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