



# POSITION DESCRIPTION

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**POSITION TITLE:** Jr National Account Manager- eCommerce

**FLSA STATUS:** Exempt

**DEPARTMENT:** Retail Sales

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**REPORTING RELATIONSHIPS:**

**POSITION REPORTS TO:** National Account Manager- eCommerce

**POSITIONS MANAGED:** None

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**POSITION PURPOSE:**

This individual is responsible for managing and engaging eCommerce retail and marketplace accounts, resulting in the sale of Bona products. The individual is responsible for developing and growing the existing accounts with a primary focus on Amazon, but also Target.com and Walmart.com. The Junior National Account Manager is also responsible for coordinating new item setup and launch, reporting on revenue, inventory, etc. This individual will work closely with and effectively communicate to Sales Management, Marketing, Product Management, Account Services, and peers on the sales team on a consistent basis.

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**POSITION QUALIFICATIONS AND JOB DUTIES**

**QUALIFICATIONS AND EDUCATION REQUIREMENTS:**

1. Minimum of a B.A. in a business discipline or related field.
1. Must have 2-3 years experience in eCommerce sales, preferably Amazon.com, Walmart.com, or Target.com
2. Must have 2-3 experience as an analyst, category manager, or account manager
3. Must have experience with customer portal systems such as Amazon’s Vendor Central, Walmart Retail Link, and/or Target POL, replenishment, contracts, and item set up/maintenance.
4. Must have a working understanding of ecommerce promotion and advertising
5. Must demonstrate self-motivation, enthusiasm, organization skills, and be goal-oriented
6. Must demonstrate effective verbal and written communication presentation skills
7. Must be able to travel up to 25% of the time
8. Strong network and relationship building skills, problem-solving, negotiating and communication skills.
9. Preferably, this candidate would have experience managing relationships with Amazon vendor management team.
10. Experience with negotiating and fulfillment national customer contracts

**JOB DUTIES:**

1. Prepares and delivers account presentations utilizing a blend of historic and assumed data
2. Develops and manages account promotional plans according to channel strategies set by leadership

3. Effectively communicate activities, both verbally and via monthly written reports, with sales, account services and product management on a timeline basis
4. Manage business growth within trade budget and profit guidelines set by leadership
5. Manage retail objectives including distribution of new items, negotiating promotional assets, shelf space management and brand established pricing strategies
6. Provides accurate and timely information on competitive activity and retail conditions to Mass Team Lead with recommendations on holding and gaining share within our categories
7. Provides monthly sales, share, and brand updates to assigned customers in mass channel
8. Conduct quarterly in person HQ meetings with retail buyers
9. Develop cross functional relationships at retail HQ in marketing, ecommerce, replenishment, etc
10. Develop mutually beneficial, respectful, and effective relationships with peers to ensure seamless coordination between departments, maximize synergy, and maintain a shared vision, strategy, and focus.
11. Able and willing to work necessary hours to meet all project deadlines, travel 2-3 days per week or longer when necessary.
12. Other Duties- Please note this job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee for this job. Duties, responsibilities and activities may change at any time with or without notice.

#### **CORE COMPETENCIES:**

1. **Professionalism** - Upholds organizational values, demonstrates sound business ethics, works with integrity and ethically in all situations, and treats others with respect and consideration at all times regardless of their status or position. Accepts responsibility for actions, reacts well under pressure, follows through on commitments, and demonstrates consistency between words and actions.
2. **Active Communications (Verbal, Written, Listening Skills)** – Clearly expresses ideas, information, and concerns both verbally and in written format in both positive and negative situations. Actively listens, offers full attention when others speak, gives verbal and nonverbal cues of interest, asks questions for clarification, and paraphrases to ensure understanding. Actively seeks and disseminates information from and to a variety of sources, accepts responsibility for ensuring that people have the current and accurate information needed for success, and asks questions to open channels of communication. Demonstrates group presentation skills, presents information and numerical data effectively, and actively participates in meetings.
3. **Manage Performance** – Creates and maintains functional work groups by understanding the human dynamics of team formation and maintenance. Formulates team roles, actively recruits and selects candidates, coaches, mentors, and actively develops teams by setting and clearly communicating goals, using objective means to monitor progress towards those goals, offering clear, direct, and timely feedback, and provide training, direction, and support as needed. Successfully redirects performance that falls short of expectations, confronts negative behavior, build, commitment and morale, fosters, acceptance and change, and facilitates process improvements. Provide the level of guidance and management appropriate to the circumstances, rewards team behavior and fosters a team atmosphere in the workplace. Takes

responsibility for subordinates' activities, makes self-available to staff, and continually works to improve supervisory skills.

4. **Adaptability** – Utilizes a flexible approach or method to best match the environment, situation, or person. Manages competing demands and is able to adapt quickly and positively to frequent changes, delays, or unexpected events.
5. **Customer Orientation** – Views the organization through the eyes of the customer, anticipates and meets customer needs, solicits customer feedback to improve service, responds promptly, and effectively manages difficult or emotional customer situations
6. **Develop Relationships** – Builds and maintains relationships that incorporate cooperation, trust, and respect by devoting the appropriate time and energy to facilitate business transactions. Relates to others while building credibility and rapport, communicates in an honest and straightforward manner, and maintains networks.
7. **Initiative** – Operates in a proactive manner, identifies needs and opportunities, calculates risks, and takes independent action. Undertakes self-development activities, seeks increased responsibilities, asks for and offers help when needed, and volunteers readily.
8. **Organizing and Planning** – Plans, organizes and effectively manages to maximize efficiency and productivity. Sets goals and objectives, prioritizes and plans work activities, identifies specific action steps and resources, anticipates problems and develops contingency plans.
9. **Problem Solving & Decision Making**– Able to identify problems, solve them, and show good judgment by isolating causes from symptoms, gathering information from a variety of sources, compiling information and solutions, involving others as appropriate, readily committing to action, and making decisions that reflect sound judgment in a timely manner. Able to identify and choose between multiple options, work well in-group problem solving situations, understand consequences of potential decisions, and support and explain reasoning for decisions.
10. **Responsiveness** – Takes action to meet the needs of others, responds timely without supervision, and minimizes delays.
11. **Sales/Persuasion** – Establishes rapport and trust while determining customer needs, presents products or services that address the customer's needs, overcomes objections, offers alternatives, persists and closes while maintaining rapport, and exerts influence over outcome through trust and competence.
12. **Strategic Thinking** – Plans and makes both long-term and day-to-day decisions within the framework of the organization's strategic intent. Understands the factors influencing strategy (e.g. core competence, customers, competition, market trends, external threats, organizational strengths and limitations), recognizes broad implications of issues, and adapts strategy to changing conditions.