



## MANAGER, SUSTAINABLE BUILDING PROGRAMS

### Role Description

Reporting to the Line of Business Director, the Key Account Manager is responsible for coordination, tactical management and execution of tasks related to the financial health, client management and satisfaction, and service/offering delivery of Paladino's key client engagements. Key clients are typified as those comprising more than 20% of the firm's revenue and for which multiple projects are running at any given time.

### Key Responsibilities

- Create business development, budgets, and profit margin targets and execute against financial plan at the key account level
- Develop and execute client relationship plan including account review, client satisfaction and retention measures including building and maintaining strong client interactions
- Advance best practice key account project delivery methodology and manage multiple, complex projects, establish schedules and milestones, assign resources, re-deploy resources and execute against project plan
- Maintain and grow key account through up-sell, cross-sell and new product/service offerings by ensuring timely fulfillment of client requests for proposals, identifying and leveraging opportunities and supporting the Director with information and other support in conjunction with projects not yet initiated
- Attract, assess, develop, motivate and retain a diverse workforce that drives business results

### Qualifications

#### Technical

- 5+ years professional experience with demonstrated skill progression
- A degree in sustainable building, architecture, engineering, or allied field
- Demonstrated client relationship, consulting skills and account management experience
- Proven project management skills coordinating multiple project deliverables concepts
- Management or supervisory experience for small to mid-sized teams
- Proficiency in Microsoft Office Suite; working knowledge of graphic and layout software (Illustrator, Photoshop, Visio, InDesign etc.)

#### Business

- Client management orientation as demonstrated through client retention, relationship building, conflict resolution skills and identifying new product/service offerings.
- Business management aptitude established through budget creation, setting financial targets, building revenue streams and understanding client business models and performance metrics

Key Account Manager

- Execution proficiency recognized by establishing a course of action and a sequence of steps to ensure objectives are met
- Strong communication and presentation skills including development of technical presentations, approach documents, and influence cases
- A sense of humor and knack for innovation, rigorous problem solving, and negotiating positive results
- A collaborative, solutions-oriented working style
- Flexible and nimble in response to change
- Ability to travel 20%

## We Offer

- Competitive compensation package including profit sharing
- Relocation assistance
- Outstanding benefit offering that includes health insurances and company matched 401k
- Professional development allowances
- Green Ambassador philanthropic giving and volunteering program
- LEED-Gold rated working environment in downtown Seattle

Paladino celebrates diversity. We are committed to equal opportunity employment.

## How to Apply

To apply, click here:

<http://tbe.taleo.net/NA1/ats/careers/requisition.jsp?org=PALADINOANDCO&cws=1&rid=30>

No phone calls, please.

## About Paladino and Company

Paladino and Company works with building owners to optimize business performance using sustainability as a competitive driver. The company's experienced and diverse team of architects, engineers, building scientists and business analysts helps companies implement sustainable business and building strategies through customized solutions that maximize environmental, human and financial performance.

A pioneer of the green building movement, Paladino and Company has been engaged with the US Green Building Council since its inception. We wrote the LEED Reference Guide, directed the LEED Pilot Program and have consulted on more than 500 sustainable and LEED projects. We have helped numerous market leaders like Microsoft, HSBC, PNC Financial Services and The City of Seattle achieve results.

For more information about Paladino and Company, please visit [www.paladinoandco.com](http://www.paladinoandco.com).