

Position Description



Position: Account Support Coordinator

Department: Sales & Marketing

Reports To: Account Support Manager

Date Prepared: 04/2026

Position Purpose:

The Account Support Coordinator is responsible for the coordination of overall account activity, adherence to customer standards, and daily communication with key and assigned accounts. This role enables the Sales Lead to concentrate on new business development by managing ongoing support needs across active accounts.

Possible Growth Opportunities:

- Account Development Manager
- Commercial Interiors Consultant
- Project Manager

Position Accountabilities & Performance Expectations:

Responsibilities include but are not limited to:

- **Quote Coordination:** Oversee the quoting process throughout the project life cycle to ensure timely completion.
- **Accuracy Assurance:** Review project details and maintain pricing integrity.
- **Quote Approval Coordination:** Facilitate the internal approval process for customer quotes.
- **Administrative Support:** Process all correspondence and paperwork related to assigned accounts accurately and within required timelines.
- **Customer Interaction:** May serve as a point of contact for customer project managers and representatives, fostering strong working relationships.
- **Quote Delivery:** Prepare and deliver clear, accurate quote documentation to customers.
- **Quote and Order Processing:** Accurately process approved quotes for order entry. Send POs to vendors and coordinate PO discrepancies.
- **Relationship Management:** Maintain effective and positive communication with customer project managers, field contacts, and manufacturer representatives, and internal team.
- **Conflict Resolution:** Proactively address and resolve conflicts, negotiating with both customers and internal team members when necessary.

Corporate Accountabilities & Performance Expectations:

- Provide prompt, courteous, and exceptional service to all customers — both external and internal — by living out Pigott's core values and contributing to the OnePigott culture. Consistently demonstrate professionalism, proactive communication, and a timely response to every service inquiry.

- Support Pigott's commitment to quality by developing, maintaining, and continuously improving position-specific procedures, process instructions, and documentation to better serve the company, customers, and team members.
- Attend work as scheduled and uphold all guidelines as outlined in the Pigott Team Member Handbook.
- Accept responsibility for ongoing personal and professional development.
- Perform additional responsibilities at the request of manager or the Pigott Leadership team.
- Demonstrate cooperation, teamwork, and a OnePigott mindset by partnering effectively across departments and locations to achieve shared company goals and objectives.
- Adhere to Pigott corporate branding standards to ensure consistency, professionalism, and alignment in all internal and external communications.
- Maintain confidentiality of business operations on behalf of Pigott and all clients.

Position Requirements:

- Bachelor's degree in a business-related field preferred.
- 3–5 years of relevant work experience preferred.
- Customer service experience in a service-oriented industry is highly desirable.
- Strong business acumen with a proactive, positive, and professional approach.
- Solid problem-solving and decision-making capabilities, with a solutions-oriented mindset.
- High attention to detail with the ability to manage multiple complex projects simultaneously.
- Experience working in cross-functional and matrixed team environments.
- Excellent interpersonal skills, with the ability to both lead and collaborate effectively.
- Ability to build rapport quickly and foster long-term customer relationships.
- Proactive, self-starter mentality with strong follow-through.
- Willingness to travel to regional Pigott offices as required.
- Proficiency in using a financial calculator to support pricing strategy development.
- Strong working knowledge of Microsoft® Excel, Word, and PowerPoint; experience with Microsoft® Publisher, Keynote, and CAP is a plus.
- Active listening and responsiveness to customer and team needs, with demonstrated service excellence.
- Ability to work flexible hours as needed to meet project deadlines.

Position Demands

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed above are representative of the knowledge, skill and/or ability required. The physical demands described here are representative of those that must be met by a team member to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Work often requires moderate physical effort and use of motor skills requiring manual dexterity. While performing duties of this job, employee will regularly sit, stand, walk, stoop, kneel and crouch. Team member may lift, lower, carry product up to a maximum of 64 pounds by hand. Require physical effort associated with using the personal computer. Must be able to read and hear verbal instructions or through a headset.

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job the employee may operate basic warehouse equipment. Using proper safety procedures will eliminate any potential hazards. The noise level in the work environment is usually moderate.

Additional Information

Pigott, Inc. is an Equal Opportunity Employer. In compliance with the Americans with Disabilities Act, the Company will consider reasonable accommodations for qualified individuals with disabilities and encourage prospective team members and incumbents to discuss potential accommodations with the Company.