



# Commercial Sales & Project Manager

## Window Coverings

Position Type: Full-time, Permanent

Location: Calgary, AB

### The Opportunity

Join the award-winning RGO team—recognized as a Best Workplace in Alberta and one of Canada's Best Managed Companies—by stepping into the role of Commercial Sales & Project Manager, Window Coverings.

Reporting to the Vice President, Window Coverings, you'll be responsible for the commercial sales of window coverings from initial contact with the customer through to and including managing deficiencies and invoicing after installation. This sales position has accountability for achieving specific sales objectives as well as overall accountability for complete customer satisfaction of the entire project. The position is directly responsible for all duties from initial meeting with the client through to ordering the product plus resolution of all deficiencies for the one-year warranty period after installation, and indirectly responsible for all other stages of the project.

### What You Will Do

#### Client Identification and Acquisition

- Prospect new business, follow leads, make sales calls, and build relationships with new and existing customers.
- Meet with clients to understand needs, present samples, discuss design, and recommend products.
- Prepare proposals and pricing for potential projects.

#### Customer Service/Follow Through

- Conduct site visits and maintain ongoing communication to support the client relationship and address issues proactively.
- Measure windows on-site and transfer data accurately into order forms.
- Complete take-offs from site data or drawings for budgeting and final pricing.

- Coordinate shop drawing submissions for production and stakeholder review.
- Follow up on service work, warranty documentation, and deficiency corrections within the first year of installation.
- For tendered projects, complete all required documentation.

#### Administrative

- Use Microsoft Dynamics CRM to track sales activity.
- Work with suppliers to order samples, obtain pricing, finalize quotes, and submit orders.
- Develop or adjust product specifications based on manufacturer guidelines.
- Prepare customer quotes and enter orders into the Hedberg ERP system.
- Verify accuracy of work completed by the Commercial Project Coordinator.
- Maintain accurate contract records.
- Collaborate with the Installations Scheduler/Coordinator and complete Installer Packages to confirm installation dates.
- Approve completed orders for invoicing.

#### What You Will Bring

- High school diploma required; post-secondary education in Business or Sales is an asset.
- 1–3 years of experience in a professional office or sales environment.
- Strong customer service mindset with proven relationship building skills.
- Initiative, critical thinking, and sound judgment to assess situations and determine effective actions.
- Self-motivated, resourceful, and detail oriented with strong technical aptitude.
- Excellent communication and interpersonal skills with a positive, solutions-focused attitude.
- Ability to read and interpret architectural drawings.
- Ability to perform accurate site measurements.
- Proficiency in Word and Excel, with willingness to learn RGO's proprietary software tools.
- Knowledge of window coverings products (an asset).
- Alberta Class 5 Driver's License and access to your own personal vehicle for site/client visits.

#### About RGO

RGO has been shaping inspiring workspaces across Western Canada since 1966. With deep Alberta roots and over 200 team members in Calgary, Edmonton, and Canmore, we help organizations thrive through innovative furniture, technology, and design solutions. As Alberta's exclusive Steelcase dealer and a partner to 200+ vendors, we continue to lead the way in workplace innovation.

Our mission is to turn every place into a space for inspiration and success. Guided by our vision—to unleash the full potential of spaces—we live our values every day: Pursuit of Excellence, Powerful Collaboration, Positive Drive, and Prioritize Care.

#### Perks & Benefits

- Flexible work environment

- Comprehensive benefits including RRSP matching
- Performance based awards
- Career growth opportunities
- Employee recognition program
- Education reimbursement
- On-site fitness facility
- Free parking and close to transit with c-train

To apply, please submit your application to [careers@rgo.ca](mailto:careers@rgo.ca). We appreciate the interest of all applicants and candidates for consideration will be contacted.

