Account Manager

Location: Woodinville, WA
Reports to: General Manager

About Interbay Door

Since 1990, Interbay Door has been a wholesale supplier of quality doors, millwork, and hardware to builders, remodelers, designers, and property managers across the Greater Seattle area. We work directly with contractors and offer custom sizing, door hanging, and delivery from our facility in Woodinville.

Position Summary

The Account Manager at Interbay Door serves as the primary point of contact for our assigned accounts, including contractor and developer partners, managing relationships from initial inquiry through project completion. This role focuses on maintaining long-term client and vendor relationships, coordinating project details internally, and ensuring a smooth, professional experience throughout the sales and installation process.

The ideal candidate is highly organized, customer-focused, and comfortable managing multiple projects in a fast-paced construction environment.

Key Responsibilities

- Serve as the primary contact for assigned general contractor, developer, and installer accounts
- Review plans, specifications, and door/hardware schedules with clients and internal teams
- Prepare customer quotes and proposals, using vendor pricing and online quoting tools for special-order doors, hardware, and millwork
- Issue and manage vendor quotes, purchase orders, and order documentation for each project
- Coordinate with estimating, production, and operations to ensure accurate orders and on-time delivery
- Track schedules, changes, and lead times, and proactively update clients
- Resolve customer questions or concerns with professionalism and urgency
- Manage project closeout, including backorders, punch items, and warranty or service issues
- Build long-term account relationships and identify repeat-business and growth opportunities
- Keep CRM and internal records accurate and current

Qualifications

- 2+ years of experience in account management, sales support, or customer service
- Knowledge of doors, hardware, millwork, or commercial/residential construction products
- Strong communication and relationship-building skills
- Excellent organizational skills and attention to detail
- Ability to manage multiple projects and deadlines simultaneously
- Comfortable reviewing plans, specifications, and technical product information
- Proficient with CRM systems and Microsoft Office

- Self-motivated with a team-oriented mindset

Preferred Experience

- Experience working with general contractors, developers, or trade partners
- Experience with ECI Spruce or similar building materials POS software
- Experience with building industry quoting software for windows or doors
- Familiarity with project-based sales cycles

What We Offer

- Opportunity to work with a respected, growing company in the construction industry
- Collaborative team environment
- Long-term career growth opportunities
- Paid time off and sick leave
- Medical, dental, and vision insurance

Compensation: $65K–$85K annually (paid hourly), plus overtime

Please email your resume to info@interbaydoor.com with “Account Manager” in the subject line.

Interbay Door is an equal opportunity employer.