

## **Reports To**

Account Executives and VP of Business Development

## **Position Summary**

The Account Manager will provide support to our sales team and to the company as a whole. The candidate will be taking customer phone calls, following up with customers on questions, assisting with quotes and pricing, entering orders, and providing additional assistance to the team as needed. The candidate must be able to follow through with client orders, offer good customer service as well as promptly respond to customer inquiries. The ability to independently solve problems is a must.

## **Responsibilities**

- Maintain a high level of product knowledge to provide customers with expert Assistance.
- Work with sales team to recommend creative solutions for client's promotional products needs.
- Coordinate sample shipments to customers.
- Interact with suppliers to prepare quotes for sales teams.
- Placing purchase orders
- Interaction with clients/vendors in regards to all orders (pricing, quantities, timelines, budgets, etc.)
- Coordinating approval of artwork between client and vendors
- Attend industry trade shows
- Willingness to travel

## **Success Criteria**

Performance of the Account Manager is measured on how quickly quotes are generated for sales team, how quickly and accurately orders are processed, and ability to resolve customer and vendor issues in a courteous and timely manner. Success criteria include:

- Depth of product knowledge and vendor relationships.
- Quality of quotes and presentations produced for sales team.
- Speed at which quotes are created and orders are processed.
- Maintain customer satisfaction levels.

## **Experience and Education Required**

- Minimum 2 years of Promotional Products industry experience
- Knowledge of the promotional products industry preferred
- PPAI or BASI certifications a big plus

### **Skills Required**

- Attention to detail
- Computer skills including Microsoft Word and Excel
- Excellent communication skills
- Ability to offer creative recommendations to our clients
- Project management skills
- Knowledge of Adobe Illustrator a plus

### **Compensation**

- Full time, 8 – 5 Monday through Friday
- Hourly wage plus bonus opportunities
- Health and dental benefits
- 401k