

**Concord Marketing Solutions** is looking for a professional and motivated individual to join our team as an Account Manager in our Glendale Heights, IL office.

Working as a part of the Client Services team, the **Account Manager** will help service Fortune 1000 clients with their promotional marketing needs. This position will work closely with a members of our Sales Team and an Account Coordinator to manage all aspects of the client relationship. You will develop long-term relationships with a portfolio of assigned customers and develop an understanding of business requirements, needs and goals. The Account Manager will prepare creative product proposals, working with a number of different vendors on the best products and pricing for our clients. The ideal candidate will be tech-savvy, have excellent customer service skills and a keen eye for detail and accuracy. If you are a motivated self-starter who enjoys working with clients and developing long-term business relationships, this position is for you!

Concord Marketing Solutions is a growing promotional products distributor, providing full-service corporate identity offerings. Our expertise in online store programs, incentive and recognition programs, custom packaging, fulfillment and international sourcing make Concord a preferred supplier of choice. We pride ourselves in our commitment to our clients' needs through a wide selection of quality products, creative solutions and excellent customer service. Concord is honored to have earned a spot on **Promotional Products Business Magazine's list of 60 Greatest Companies to Work for in 2017**.

#### **What's in it for YOU:**

- A company culture that promotes teamwork and work-life balance
- Great benefits include medical (BCBS PPO), dental, vision, a company-funded Health Savings Account
- An IRA with a company match
- Paid time off
- A generous holiday schedule
- Company events and outings
- Casual and friendly work environment
- Salary plus bonus plan commensurate with experience

#### **Responsibilities:**

- Work directly with a member of our sales team to help manage client relationships
- Source unique product for custom orders & prepare creative product proposals for clients
- Manage fulfillment projects & coordinate details with the Special Projects team
- Manage orders with vendors & negotiate pricing on larger orders
- Attend industry trade shows & vendor meetings throughout the year
- Merchandise online stores including managing online pricing spreadsheets & analyzing report data

- May occasionally participate in quarterly business reviews
- Occasional travel with sales for client meetings
- Participate in RFP's & new client meetings as needed

### **Knowledge and Skills:**

- Exceptional organizational skills
- Strong attention to detail
- Excellent written and verbal communication skills
- Strong problem solving skills with the ability to identify and evaluate the situation to formulate solutions
- Proven ability to handle multiple client requests and projects simultaneously
- Motivated to complete tasks accurately and by deadline dates
- A self-starter with the ability to work both independently as well as part of a team to complete assignments
- Proven experience with professional email communication to customers
- Must be proficient in Microsoft Office (Word, Excel, PowerPoint, Outlook) and web/internet navigation

### **Education and Experience**

- High School degree or equivalent
- College degree preferred, but not required
- Minimum of 3 to 5 years of previous professional experience
- Previous customer service or account management experience
- E-Commerce and/or industry experience a plus
- Experience working in a fast-paced environment

Find out more about Concord Marketing Solutions at [www.concordms.com](http://www.concordms.com)

**To apply, please email your resume and cover letter to [careers@concordms.com](mailto:careers@concordms.com)**