

Job Title: Promotional Support Specialist
Department: Customer Service
Reports To: Promotional Specialist
FLSA Status: Exempt

SUMMARY

MOSAIC, an integrated communications firm, is seeking a qualified Promotional Support Specialist to join our growing customer service and marketing teams. Our marketing department produces multi-channel campaigns, both print and online, for a variety of clients on the national and international level.

The Promotional Support Specialist is responsible for interfacing with MOSAIC Account Executives and customers to provide information in response to inquiries about promotional products and related services. In addition, they will be responsible for providing strategy, vision and direction to related client needs and new business presentations.

ROLES & RESPONSIBILITIES

- Engage MOSAIC clients or potential clients to gather job requirements
- Provide product and technical knowledge in support of promotional items to ensure client success
- Development and management of project scopes and timelines
- Act as primary point of contact for a portfolio of clients and partners, addressing requirements and product related questions
- Educate internal teams and MOSAIC clients on new or existing product features that can contribute to different business models
- Coordinate and conduct regular reviews with client teams to ensure promotional products are utilized where applicable
- Provide ongoing product recommendations to best match client requirements, including proposed pricing, quantities and vendor/partner relationships
- Act as a key resource for the MOSAIC sales team and account management team to provide general solutions and/or recommendations for new business opportunities
- Research and solidify vendor/partner relationships
- Work with clients to facilitate samples or prototypes for custom promotional product pieces
- Communicate daily with client(s) and client internal teams for campaign support, project support and meeting support
- Serve as liaison between MOSAIC and the client on day-to-day product requests
- Manage internal workflows, including all internal communication between execution teams for all projects and action items
- Effectively manage multiple priorities in a timely manner and prioritize time-sensitive assignments

EDUCATION and/or EXPERIENCE

- Two to three years of promotional product management experience

- Experience in strategic development of client promotional items and management of multiple accounts
- Ability to strategize and develop promotional campaigns and translate verbal discussions into full proposals and/or presentation
- Self-motivation and strong initiative to learn continually
- Demonstrated innovation, creativity and decision making abilities
- Great work ethic, great attitude and a commitment to being the best
- Ability to learn quickly, thrive and work effectively in a fast-paced environment
- Must thrive under tight deadlines and effectively manage multiple projects simultaneously
- Ability to manage frequent interruptions and quickly jump from one project to the next as priorities change
- Print and/or promotional product industries experience a plus
- Team player that thrives in a fast-paced environment