

Safeguard – Promotional Products Representative

Location: Dallas, Texas

This Deluxe location serves as the corporate headquarters for Safeguard Business Systems, a branded network of approximately 300 local distributor-franchisees. This channel offers a variety of products and services for business, from forms and checks to print and promotional items. Home to nearly 100 employees, Safeguard serves more than 500,000 business customers across the United States and Canada.

You can feel the energy at the Deluxe family of companies! The creative environment and the sense of possibility here are what you'd expect at a start-up, yet, we offer all the resources and strength of a well established, publicly traded company. How strong are we? From locations across the United States, Canada and Ireland, we serve nearly 4,000,000 small businesses, more than 6,400 financial services companies, and 9,000,000 individual consumers.

As we move forward to our new future, we're launching new products, offering new services, and creating new ways to help small businesses and financial institutions succeed. We provide an environment that is dynamic, not bureaucratic and a structure that is rewarding, not routine, now we need you to provide the passion and expertise!

At Safeguard, your ideas are applauded. Your commitment, valued. Your efforts, recognized. Put simply, Safeguard-Deluxe is the place for you to actively build your future.

As a Promotional Products Representative you will support the Safeguard Distributor network providing information and direction on Promotional Products and Apparel.

Accountabilities:

Provide support to the Safeguard distributor network in the Promotional Products and Corporate Apparel product categories.

Work with distributors to identify and source promotional products.

- Use industry search engines to identify products from images or description
- Locate sources for products with focus on supporting preferred suppliers
- Assist with overseas sourcing on custom products

Idea Generation / Creative Thinking:

- Use creative thinking to identify and suggest products that will support marketing and advertising objectives.
- Conceive effective marketing campaigns and solutions. Imagine slogans to link promotional products to branding and marketing objectives.
- Create product presentations using ESP Web, SAGE and/or PowerPoint

Mentor distributors / Offer guidance and training that will help distributors manage and grow their promotional business.

- Provide technical support and training on order entry systems, ESP Online, ESP Web.
- Connect distributors with preferred suppliers and work to develop strong business relationships
- Study industry related information and trends to remain current and relevant in the ad specialty marketplace.
- Work to share industry experience and knowledge with the distributor network.

Distributor / Supplier Support:

- Resolve inquiries received via incoming calls and email related to Promotional Products and Apparel
- Provide information on products, vendors, orders, billing questions, technical support, creative ideas, and other general inquiries.
- Provide quotes, samples, order entry, and technical support as needed.
- Escalated issues - Coordinate problem resolutions with Distributors and Suppliers
- Large Quantity and RFQ support
- Provide support and pricing for large volume opportunities
- Develop and maintain strong business relationships that support both the distributor and preferred supplier network.
- Maintain a strong knowledge of supplier offerings, benefits, promotions, pricing structures, etc.
- Identify, gather, post, and maintain current information and industry reference materials for distributor use.

Required:

- High School Diploma or equivalent
- 3 years of experience in a customer service / sales support environment
- Experience with direct customer interaction
- Previously worked successfully in a fast paced environment

Preferred:

- 3 Years of Ad Specialty experience with promotional products and/or corporate apparel.
- Experience with branding, marketing, advertising, graphic arts.
- Knowledge of decoration methods such as pad printing, screen printing, embroidery, etc.
- Experience in a sales support environment with distributors or franchisees
- Knowledge and use of Systems: ESP Online, ESP Web, Sage, AS400, CMS, Excel, PowerPoint

Pre-Employment Screening:

Drug screen and background check required.

Deluxe Corporation is an Equal Opportunity / Affirmative Action employer:

All qualified applicants will receive consideration for employment without regard to race, color, creed, religion, disability, sex, age, ethnic or national origin, marital status, sexual orientation, gender identity or presentation, pregnancy, genetics, veteran status or any other status protected by state or federal law.

EOE/Minorities/Females/Vet/Disability

Department: Customer Care/Contact Center

Remote Work Location: No

Employment Type: Associate

Full Time/Part Time: Full Time

Shift Type: Traditional

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