

Account Manager

Min. Experience: 2+ Years, customer-facing in retaining and growing customer account

Requirements: Background in promotional products, marketing, sales or PR preferred

As an Account Manager, you'll assume responsibility for an existing portfolio of corporate accounts. You will serve as a branding consultant to provide marketing solutions to your clients in order to grow a long-term relationship and expand the business. No cold calling is required in this position, just managing and expanding our customer's repeat business.

What will I be responsible for?

1. Effectively managing, retaining, and nurturing customer relationships resulting in repeat business
2. Effectively sourcing impactful products for our clients
3. Managing, documenting, reporting, and following-up on all activity in Salesforce.com and our proprietary order management system.
4. Managing all daily tasks and inbound requests.
5. Serving as an extension of our client's marketing department in order to proactively generate new business sales opportunities and provide creative marketing solutions.

What will I be doing?

- Managing client relationships (daily phone interaction with existing clients)
- Expanding accounts to meet/exceed sales goals (asking for referrals/presenting new ideas)
- Resolving customer/vendor issues
- Collaborating with other departments
- Entering orders
- Generating reports
- Documenting activities in CRM

What's in it for me?

- Fun, progressive work space and culture
- Competitive salary package
- Health, dental and vision benefits
- Generous paid time off program
- Paid holidays
- Simple IRA