



Description

HALO is looking for a Sr. Program Account Specialist to join our high-growth company. They will create long-term, trusting relationships with a portfolio of assigned customers to understand client demands, plan how to meet those demands, and generate revenue/profit for the company as a result. They will assure customer experience is consistent with or exceeds expectations, both at the corporate and buyer level, while driving revenue and profitability growth. They will serve as liaison between internal cross-functional teams to improve customer experience and maximize operational productivity as well as a liaison between the Program Account Specialist, Program Account Coordinator, Account Executives and Clients to assist in high level problem resolution.

Requirements

- Develop and oversee customer retention and revenue/profit growth campaigns.
- Develop trusted advisor relationships with account executives, customer stakeholders, and internal support team.
- Oversee the program timelines to ensure timely and successful delivery of our solutions.
- Assist in internal and external program reviews on a quarterly, and annual basis with high profile clients.
- Provide feedback to management on daily account support as needed.
- Provide oversight to demands on inventory, assuring obsolescence and turn goals established by management.
- Create and update Business Requirement Documents.
- Host informational meetings – Kick Off, Launch, Quarterly and Annual Reviews
- Coordinate with internal teams to ensure timely and successful delivery of our solutions

Sound like you? To apply you will need:

- Three years of account or project management required. Previous experience in the promotional products industry preferred.
- Demonstrate ability to effectively communicate, present, and influence key stakeholders at all levels of the organization.
- Experience delivering client-focused solutions to meet customer needs.
- Proven ability to juggle multiple, high-pressure account management projects at a time, while maintaining a sharp attention to detail and calm demeanor.



- Excellent listening, negotiation, problem-solving, organizational, and communication skills.
- Possess and project a positive, professional attitude through outstanding interpersonal skills
- Must be a flexible, enthusiastic and creative team player who is able to work overtime when required
- Proficient in the use of Microsoft Software applications such as Outlook, Word, Excel and PowerPoint

More about HALO

HALO is the global leader in branded merchandise, uniform programs, and recognition and incentive solutions. We partner with our clients to break through the clutter of our media saturated world and connect their brands to customers, employees and other audiences critical to their success.

With more than 1,800 employees in 42 global offices, we offer the industry's most comprehensive range of capabilities, including creative services, technology solutions and logistics and global sourcing. Our clients include over 100 of the Fortune 500 as well as thousands of mid and small-size organizations seeking to make a big impact with their brands.

As a team member you can expect a positive culture of ingenuity, inclusion, and relentless determination.

HALO is an equal opportunity employer. We celebrate diversity and are committed to creating an inclusive environment for all employees. We insist on an environment of mutual respect where equal employment opportunities are available to all applicants without regard to race, color, religion, sex, pregnancy (including childbirth, lactation and related medical conditions), national origin, age, physical and mental disability, marital status, sexual orientation, gender identity, gender expression, genetic information (including characteristics and testing), military and veteran status, and any other characteristic protected by applicable law. Inclusion is a core value at HALO and we seek to recruit, develop and retain the most talented people.