

Company Name: Urban Circle
Job Location: Texas and Remote
Salary: Base pay plus bonus

Urban Circle

We are seeking an energetic, hard working, detail oriented, driven individual with amazing communication skills. This person will be an integral part of growing and maintaining well established key accounts by supporting the VP of Sales. Many of Urban Circle's clients are in the education industry and looking for creative ideas to get their brand and projects recognized.

Account Coordinator:

This Account Coordinator role will be part of a stable and growing team which utilizes technology to streamline many of the infrastructure requirements to support internal and external stakeholders. Your role is to manage multiple orders from quote approval to delivery and keeping all stakeholders updated throughout the process. This position keeps all customer requests on-time, on-schedule and within budget. The ideal candidate will have a desire to learn, have a positive attitude, be able to work in a fast-paced environment and have experience with customers in higher education and local government. The Account Coordinator is a critical member of the sales team that will make sure the team runs smoothly and delivers on all the promises made to its customers.

Essential functions and duties include:

- Work with customers to ensure order information for correctness, checking it against previously obtained information as necessary, process quotes, presentations, purchase orders, disputes, returns, etc.
- Source products from a variety of vendors and decorators and properly quote the job based on individual customer needs
- Work with a team to track and manage orders by communicating with internal and external partners on production activities and provide efficiency when applicable
- Verify pricing, inventory and operating margin on all orders
- Proactively anticipate, troubleshoot, investigate and resolve issues with internal and external partners
- Post pictures of previous and current work on LI and IG platforms.
- Become a superuser on company CRM System (Zoho) including managing ongoing reports, follow ups, notations, etc.
- Develop and maintain processes that help improve business results
- Be the voice within Urban Circle for suppliers, decorators and customers and provide superior support and service
- Continue professional development and job knowledge by participating in educational opportunities

Job specifications

- Knowledge of marketing and advertising techniques and methodologies, decorating and printing processes
- Bachelor's Degree preferred
- 5 years of related experience in customer service, relationship/account management
- Relevant promotional product or print industry experience
- Creative, natural problem solver, with strong analytical skills
- Team-player, responsive and strong communicator, with proven ability to effectively collaborate with customers and vendors
- Self-motivated, resourceful and able to meet project deadlines
- Demonstrated ability to prioritize and make independent judgments
- Quick learner with proven ability to learn new applications
- Ability to handle multiple daily tasks; adapting to different job functions as required
- Efficient and detail oriented with strong time management
- Excellent, verbal, email and telephone skills
- Proactive problem solver with sense of urgency
- Able to pay attention to minute detail and work at a fast pace
- Capable of working independently
- Be able to achieve high customer satisfaction (internal and external), educate and consult with customers
- Exemplify Urban Circle Core Values
- Comply and understand brand standards
- Entry Level graphic design skills preferred

Job Requirements:

Paid time off

401(k) or IRA Account

Medical Insurance

Qualified candidates send your resume to info@tucllc.us

Urban Circle Values:

<https://www.tuclcpromo.us/get-to-know-us.htm>