



Strategic Account Advisor

ABOUT OFFICE DEPOT 360

Regency360 recently became a wholly owned subsidiary of Office Depot as of August 2018. Regency360 has existed since 2002 as one of the fastest growing Independent Distributors of Commercial Print, Promotional Items, and Apparel. By joining with Office Depot, we have been able to enhance our buying power, distribution and overall size and scope of our product and service offering.

In 2019, Office Depot launched Office Depot 360, going to market with existing and new Office Depot clients with the traditional Regency 360 e-commerce offering. With this positioning, Office Depot 360 is primed to expand their product and service line in the promotional print and marketing segment.

JOB DESCRIPTION

Office Depot 360 is seeking an experienced Strategic Account Advisor to join the team. The successful candidate will be responsible for engaging in new and existing strategic customer partnerships, specifically focused around custom print, promotional, and apparel projects. The Strategic Account Advisor is responsible for execution of custom projects and exhibiting speed, accuracy and professionalism through daily interactions with customers, vendors, and fellow employees and by maintaining an in-depth knowledge of company products and programs.

Ideal candidates must have a solid foundation in enterprise level account management with experience in commercial print & promotional marketing industry.

The position offers a competitive compensation package.

DUTIES & ESSENTIAL JOB FUNCTIONS

The candidate must:

- Provide strategic and creative direction to help enterprise customers achieve ROI goals and objectives with promotional marketing
- Have experience working with high level decision makers, including C-Suite
- Identify product needs and specifications, research sourcing vendor options, provide bid specifications, analyze options and present option(s) to clients

- Follow up on client requests for proposal, presentations, samples, catalogues, and other requested information
- Interface with sales team and vendors as necessary to understand order requirements and needs, obtain pricing, availability and timing from vendors, and monitor order
- Review all customer orders and artwork to ensure completeness, coordinate artwork design with art department, and work with client through proofing process
- Attend training events, read and follow trade materials, and remain current on industry trends
- Provide sales support by developing presentations, updating social media presence, assisting with sales & marketing materials
- Develop and maintain strong client relationships through all stages of project scope: order entry, proof approval, order submission to vendor, client updates, and confirmation of delivery.
- Respond to all client communications, questions, and concerns on a timely basis

OTHER FUNCTIONS AND RESPONSIBILITIES

- Remain abreast of industry trends, product innovation, and new market opportunities through industry research and SAGE/ASI exploration
- Additional duties as assigned

REQUIRED QUALIFICATIONS

- Have a minimum of two years of customer service/account management experience, preferably in the print, promotional product, advertising, or marketing industry
- Hold a high school diploma or GED, college degree preferred
- Demonstrate strong math skills to calculate product estimates
- Have the ability to independently research product and service options for clients
- Possess outstanding organizational skills with an ability to complete difficult assignments without supervision
- Demonstrate superior written and verbal communication skills
- Have computer proficiency, preferably in Microsoft Office program
 - Mastery in use of Excel including use of formulas, pivot tables and data manipulation
- Experience in utilizing CRM software like NetSuite
- Thrive in a team environment and be a positive team player
- Be people-oriented, customer-focused, and assertive in servicing existing clients