

Concord Marketing Solutions prides itself in hiring people who believe in delivering exceptional customer service while working as one team to accomplish our goals. We look for individuals who have a strong work ethic, a positive attitude, and a caring nature towards clients, co-workers, vendors, and others.

**Concord Marketing Solutions** is currently looking for a highly organized and motivated professional to join our team as an **Account Coordinator**. The initial training will be done in our **Glendale Heights, IL** office, with the opportunity to work **hybrid between the office and remotely** after that.

Working as a part of the Client Services team, the **Account Coordinator** will help service Fortune 1000 clients by processing and managing client orders, preparing orders for billing, and assisting with product proposals. The ideal candidate will be tech-savvy, have excellent customer service skills and a keen eye for detail and accuracy. If you are a motivated self-starter who enjoys working with internal and external clients in a fast-paced environment, this position is for you!

Concord Marketing Solutions is a growing promotional products distributor, providing full-service corporate identity offerings. Our expertise in online store programs, creative merchandise, incentive and recognition programs, custom packaging, fulfillment, and international sourcing make Concord a preferred supplier of choice. We pride ourselves in our commitment to our clients' needs through a wide selection of quality products, creative solutions, and excellent customer service. Concord is honored to have been recognized on **Promotional Products Business Magazine's list of 60 Greatest Companies to Work for in 2019** and on the **Crain's Chicago Business Best Places to Work Top 100 list in 2021**, among numerous other industry awards over the years.

#### **What's in it for YOU:**

- A progressive company culture that promotes teamwork and work-life balance
- Great benefits include medical (BCBS PPO and HMO), dental, vision, a company-funded Health Savings Account, and a Health Reimbursement Arrangement
- A Simple IRA plan with a company match
- Paid Time Off/PTO
- A generous holiday schedule
- Company events and outings
- Casual and friendly work environment
- Salary + Bonus compensation structure

#### **Responsibilities:**

- Provide support and maintain highly productive relationships with the Sales/Account Management teams
- Understand and manage brand standards for assigned client accounts to provide excellent customer service
- Process and manage the full life cycle of a wide variety of simple to complex client orders
- Daily order processing including: maintaining accurate order details; vendor and client communications/confirmations; artwork proofing and get client proof approvals in a

timely manner; ship to order confirmation and receiving tracking spreadsheets; all while ensuring that we meet delivery date deadlines.

- Order client samples as requested
- Prepare orders for billing accurately and on a timely basis
- Manage orders issued and problem-resolution including research, spreadsheet review, and providing recommendations
- Provide back-up support within the Account Coordinator team
- Attend vendor meetings throughout the year to gain product knowledge
- May assist with various company projects and initiatives

### **Knowledge and Skills:**

- Exceptional organizational skills
- Strong attention to detail
- Reliable and dependable
- Excellent written and verbal communication skills
- Strong problem-solving skills with the ability to identify and evaluate the situation to formulate solutions
- Respectful and positive attitude
- Ability to handle situations with professionalism and tact
- Proven ability to handle multiple client requests and projects simultaneously
- Resilience and ability to handle changing priorities or client needs
- Motivated to complete tasks accurately and by deadline dates
- A self-starter with the ability to work both independently as well as part of a team to complete assignments
- Must be proficient in Microsoft Office (Word, Excel, PowerPoint, Outlook) and web/internet navigation
- Strong technical skills and experience with Excel spreadsheets, navigating Outlook, and learning internal technical software/systems

### **Education and Experience:**

- High school degree or equivalent
- College degree preferred, but not required
- Minimum 1-2 years of previous professional experience
- Previous customer service, coordinator, or administrative support experience
- eCommerce and/or promotional marketing industry experience a plus
- Proven experience with professional email communication to customers
- Experience working in a fast-paced environment