

Description

HALO is looking for a Senior Account Manager to expanding business with key client accounts. We are the global leader in branded merchandise with more than 1,800 employees in 42 global offices. HALO offers 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.

Responsibilities

This is a sales-driven position involving both client and project management, and built on exceptional industry knowledge, client and vendor relationships, expansive knowledge of brand guidelines, and project management methods.

- Key point of contact for client communication and requests
- Expand existing account revenue
- Implement and execute sales projects
- Contribute to targeted revenue growth plans for client accounts
- Manage multiple projects with varying clients, timelines, priorities, costs, and logistical complexities
- Onboard new clients and ensuring they understand the company's order and approval processes, quality standards and production timelines
- Produce creative and accurate quotes and presentations using innovative product ideas to support the client's branding approach and marketing goals
- Advance knowledge of manufacturing and decoration processes as well as supplier and product resources
- Utilize vendor relationship and internal resources for resourceful sourcing and quoting strategies, balancing the client's and company's business needs
- Communicate project changes, order timelines and status updates to internal and external stakeholders, ensuring on-time and on-budget delivery while successfully managing and meeting client expectations
- Collaborate with internal departments and operations resources to account for all aspects of project scope and adjusting as needed
- Use experience with internal teams, including Creative, Import, Compliance and HALO resources to expand company and project value to clients
- Coach, mentor, and train colleagues as requested
- Maintain accurate and up-to-date records of quotes, orders and art proofs
- Generate reports to track open orders and billing progress

Requirements

- Bachelor's degree (BA) in marketing, communications or related field, or equivalent business experience
- 3+ years of promotional product industry experience
- 3+ years experience in a project management role
- Proficient in Microsoft applications (Word, Excel, Outlook and PowerPoint); Proficient in ERP systems

- Excellent oral, written and interpersonal communication skills
- Detail oriented, exceptional organizational skills and the ability to deliver under deadlines with a high level of accuracy
- Work independently, under minimal supervision as well as work effectively in a collaborative team environment with a dynamic range of people
- Ability to handle sensitive situations with tact and well-reasoned judgment
- Proven ability to provide outstanding client service
- Curious, flexible and good humored with a positive “can do” attitude
- Willing to proactively seek out information, training and other resources needed to facilitate continual professional development necessary to be successful in this position

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.

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

- **Career Advancement:** At HALO, we love promoting from within. Internal promotions is the key to our exponential growth in the last few years. With so many industry leaders at HALO, you'll have the opportunity to accelerate your career by learning from their experience, insights, and skills and gain access to HALO's influential global network, leadership experiences, and diverse thinking.
- **Culture:** We love working here and know that you will too. You can expect a positive culture of *ingenuity, inclusion, and relentless determination*. We push the limits of possibilities and imagination by staying curious, humble, and provocative in order to break through yesterday's limit. Diversity is the source of our creativity and we thrive when each of contributes to an inclusive culture of respect, dignity, and equity mindset in everything we do. We keep our promise for excellence with an unrelenting commitment to achieving results and supporting one another to stay accountable, transparent, and dependable.
- **Recognition:** You're going to succeed here, and you can count on us to celebrate your wins. Colleagues across the company will join in recognizing your big milestones and nominate you for awards. Over time, you'll earn so much recognition that you can convert into gift cards, trips, concerts, and merchandise at your favorite brands.
- **Flexibility:** Most roles offer hybrid work. In addition, we pride ourselves on flexible schedules that help you find a balance between professional and personal demands. We believe that supporting our customers is the priority and trust that you and your manager will find a schedule to achieve that priority.
- **Work with your favorite brands:** HALO clients include over 100 of the Fortune 500 as well as thousands of mid and small-size organizations. You'll be on teams that are focused on the future of our industry and bringing our customers fresh ideas that are first-in-the-world.

- **Stay well at HALO:** At HALO, we have benefits that support all parts of your life and to find a work-life balance custom to you. We offer *free mental healthcare* for you and your family. Our program focuses on behavioral health coaching, therapy and psychiatry, personalized skill development, and providing access to care for your dependents. In addition, we offer *nation-wide coverage* Medical, Dental, Vision, Life and Disability insurance, and additional Voluntary Benefits. Prepare your financial future with our 401K Retirement Savings Plan, Health Savings Accounts (HSA), and Flexible Spending Accounts (FSA).

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.