

Key Customer Specialist – Floater –(Remote) Mountain or Central Time

Do you enjoy a fast-paced environment where you get to provide top-notch service to a multitude of customers? Are you familiar with the use of promotional products? Do you love working with people and supplying superb customer service and support?

If you are looking for a position that is both challenging and rewarding, this is it!

As a Key Customer Specialist Floater, you will serve as the primary contact for an assigned number of our high-volume sales partners in the absence of their assigned Key Customer Specialist.

What you will do:

- Create and maintain solid business partner relationships with assigned sales partners, clients, and dedicated KCS.
- Identify the needs of the appropriate parties.
- Monitor service levels using reports and spreadsheets.
- Provide aggressive competitive pricing through research and negotiation when volume goes beyond special pricing with Star Suppliers.
- Obtain quotes, and order PSA and spec samples from preferred suppliers.
- Stay current with trends in the industry and provide timely and innovative solutions to customers' needs.
- Follow through on all orders, claims, and issues pertaining to the assigned sales partners, from start to finish.
- Conduct research and resolve problems presented by personnel from other functions.
- Identify opportunities to transfer sales or potential sales to a more appropriate business unit.
- Develop knowledge of billing and receivable functions to ensure that orders are being processed accurately in accordance with unique customer needs.
- Work with personnel in these areas to set up and monitor special procedures required to meet customers' specific needs.
- Provide direction to specialist functions within the department to assist in attaining goals.

What you will need:

- Two or more years of progressively responsible customer service or sales or sales support experience, including handling large accounts in a service or sales capacity
- Effective written and oral communication skills
- Strong organizational and problem-solving ability
- Strong computer skills
- The ability to meet deadlines and work independently
- Promotional Products Industry experience preferred

What is in it for you?

- Full benefits package
- Education reimbursement
- Profit-sharing
- 401k (with a match!)
- Bonuses for industry certification
- Remote work opportunity is available

Full-Time Regular

M - F, 40 Hours weekly - 8:00 – 5:00 PM

Geiger is proud to be an equal opportunity and affirmative action employer.