

Account Manager – Promotions and Branded Merchandise

A little about us...

CI-Group is a marketing solutions company that helps our clients build their brands, launch their products and connect with their customers. Located in Lebanon, NJ, our company has more than 60 employees, with several divisions including branding, design, experiential + events, digital, advertising, strategy + research, branded merchandise, warehousing + fulfillment, and printing + mailing. We've been in business for over 30 years and are proud to have an impressive list of household name clients from the entertainment, finance, healthcare and luxury brands industries, among others.

About the position

Our agency is seeking a highly creative, client focused, solution-based individual with a minimum of 5 years' experience in promotions and branded merchandise.

As an Account Manager and resident expert, you exude with passion and confidence as a branded merchandise guru - specifically being able to speak with clients with ease in reference to creative branded solutions using various materials, decoration methods, types of items, art requirements and quality control. You will embrace the challenge of delivering the perfect solution, while managing our clients' demanding expectations, budgets and timelines. You are a scrappy individual able to wear many hats and enjoy the challenge of the entire process – from creative; through sourcing and purchasing; to fulfillment and delivery. Excellent interpersonal and written skills are required to excel in this exciting yet demanding role. You are self-motivated, organized, personable and have an ardent sense of urgency.

Experience and Skills

Working with the team

- Have experience with custom packaging and fulfillment.
- ASI experience
- Have worked in an agency or other creative environment.
- Are well equipped to do product research and have excellent negotiation skills when dealing with vendor pricing and timelines.
- Will manage multiple projects, people and deadlines at once ... you know how to prioritize and manage your day because your organizational skills are impeccable.
- Are flexible enough to work as a soloist or part of a team constantly updating the players of project status.
- Have a strong understanding of branding, design, printing and graphics.
- Have solid computer skills in Word, PowerPoint and Excel (Illustrator, Photoshop a plus).
- Experience with overseas manufacturing a plus.
- ASI experience is a plus

Working with the client

- Enjoy the interaction of building rapport, trust and a solid working relationship.
- Understand the industry processes and timelines and can communicate well to demanding clients.
- Love the thrill of coordinating and presenting ideas/decks at client meetings.
- You aren't just an order taker – you love being the “go to person” where your input and expertise is vital in managing the clients' expectations and project outcome.
- Enjoy solving problems -- you can put your creative abilities to work at any time to help solve clients' needs or troubleshoot issues.
- Excel at customer service while keeping composure in high stress environments.
- Will embrace all opportunities to grow the business.

Required experience

- Minimum 3-5 years in a promotions/branded merchandise/product sourcing and purchasing role (or similar creative field)
- Extremely high attention to details

- Experience in project management
- Experience working with different mediums such as digital, flexo, silkscreen, embroidery, etching etc.
- Experience presenting creative idea to clients
- Excellent communication and presentation skills; experience creating and presenting strategy and solutions to clients, and facilitating group meetings
- Ability to handle tight deadlines and lead multiple projects simultaneously
- Excellent interpersonal skills and ability to work effectively with different personality types
- Ability to exercise independent judgment and work autonomously with minimal supervision
- Adaptive, proactive and comfortable working in an entrepreneurial, challenging & demanding environment
- Solid analytical skills and ability to monitor, understand and communicate metrics and performance trends
- A deep understanding of branding and how that parlays into marketing communications

Benefits

- Work from home
- Competitive salary (commensurate with experience)
- A stable work environment that includes a very dedicated, talented, passionate, hard-working team who really cares about each other, the clients and the work
- Benefits package, including health, dental and vision insurance, 401(k) with match contribution, and a flexible healthcare spending account