

**Position: Client Services Manager**

Location: Quincy, MA.

Department: Client Services

Reports To: Director of Client Services

Classification: Exempt; Full-time (Monday-Friday) Day shift

Salary Range: \$60K + bonus

**Mission** The Client Services Manager will lead a team of ~10 people within the Client Services organization. They will drive their team to provide a superior client experience, improve the way we work, streamline processes, and increase our overall value. They will drive the success of their team by setting and achieving professional development and strategic business goals for their direct reports.

**Responsibilities**

- Delegate responsibility and tasks to the existing client service team appropriately and fairly.
- Ensure that clients are getting the proper account coverage and response that they deserve based on sales volume, potential, or profitability.
- Balance your time between managing an assigned account base as well as understanding the needs of all other accounts within Stran that require client service support.
- Act as a liaison between sales, accounting, operations, marketing, IT and client service in order to address client service needs (both customer and employee) appropriately.
- Attend management and department head meetings as scheduled.
- Review staffing needs and assist in making appropriate adjustments based on the volume of work. Once identified, assist in recruiting, hiring, or making cutbacks as necessary.
- Help develop, implement, and distribute bonus structure that recognizes, and rewards client service team members based on effort, effectiveness, and results.
- Ensure that the team's accuracy, follow-up, attitude, and congeniality level is at or above what is expected.
- Ensure that the proper amount of creativity, salesmanship, and proactive suggestion is being executed by all members of the team.
- Coordinate training for new hires as well as for current team members in order to promote career growth.
- Work with Sales team members to manage expectations and reiterate requirements for your team in order for them to provide appropriate information back to clients.
- Setting performance goals for professional development and business growth for direct reports and conduct weekly one-on-one meetings to review progress and challenges.
- Keep records of customer interactions where complaints and compliments exist.
- Approve or decline time off requests as needed.
- Conduct weekly meetings with their team to ensure company information is disseminated and any questions answered.

**Requirements & Experience**

- Four-year degree or equivalent work experience.
- 5+ years' experience in a professional/office work environment.
- 2+ years' experience in the Promotional Products or similar industry.
- 2+ Years in a team management role.
- Proficient in the different e-commerce platforms we offer (Magento, Webjaguar, CoreXpand, nexTouch, Shopify, etc...) and how to generate reports and work within the admin functionality of those sites.
- Proficient in Stran's product sourcing software (ESP).
- Proficient in Microsoft Office programs – PowerPoint, Excel, MS Word, and Outlook.
- Excellent phone and email etiquette and communication skills

- Patience, empathy, and compassion.
- Excellent Problem-solving skills with a customer-centric approach.

### **What Success Looks Like**

- Team members are on track to achieve professional development and strategic business goals.
- Responses to internal and external customers exceed expectations.
- New Hire onboarding is the boarding process effective and empowering.
- Internal and External client challenges are met with a resolution that exceeds expectations.
- Coverage for accounts is seamless for the customer and the team.

### **Stran Benefits & Perks**

- Unlimited PTO
- Medical, dental and vision
- Simple IRA with company match up to 3%
- Flexible Spending Account
- Employee Assistance Program
- Life Insurance
- Long and Short-term disability
- Flexible work environment with the possibility of remote work
- Free onsite parking
- Free Gym membership
- Cafeteria onsite with after hours convenience
- Free shuttle service to the MBTA red line.

Interested candidates should submit a resume, cover letter for consideration. Please email us at [careers@stran.com](mailto:careers@stran.com)

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