



Promotional Products and Apparel Customer Support Representative

Regency360, head quartered in Raleigh, NC is an affiliated and fast-growing business segment of Office Depot, focused on building state-of-the-art Online Company Stores to manage on-demand production and inventory distribution of Promotional Products, Apparel and Printed Marketing Materials. Since our start in 2002, Regency360 continues to be listed as one of the fastest growing Distributors of Commercial Print, Promotional Items, and Apparel. Our e-commerce technology supports direct customers, licensees, and dealer partners all over the country.

The Promotional and Apparel Customer Support Representative (PPACSR) is a PPAI/ASI industry veteran with extensive creative product knowledge and vendor order management experience. It's not just about knowing "of a product", it's also knowing how to work with our Vendor Partners to achieve successful delivery. Regency360's extensive network of vendor partners, buying power, fulfillment and kitting capabilities, and an industry leading Online Store Technology, give the PPACSR the tools to offer solutions like none other in the industry.

Job Overview

- Work with Sales Teams and Customers to create an impactful product offering that meets marketing objectives and adhering to brand guidelines.
- Collect product and cost data, then converting that information into client friendly presentations.
- Manages Sales and Customer expectations around project timelines and deliverables when building product offerings.
- Maintain professional relationships with Regency360's network of supply partners.
- Manage internal processes between Regency360's CSR, Graphic Design and Sales Teams.
- Maintain expert knowledge of e-commerce product updates, systems interactions and impact on both end users and administrators.
- Continual Education on New Products, Industry Trends and Decoration Techniques with ability to spot selling opportunities, and communicate those to Sales and Customers.

Qualifications

- 3+ Years of Sales Support, Product Sourcing or Account Management in the Promotional Products and Apparel Industry
- Experience with Industry Search Tools, either SAGE or ESP
- Proficient in Microsoft Office applications (Excel, Word, PowerPoint, and Outlook)
 - Advanced skills in Excel (complex formulas, pivots, and functions)
- Adaptable to changing business needs in a rapidly evolving environment.
- Excellent Program management and communication skills.
- Ability to effectively work both in a team and in an independent environment to accomplish daily goals and tasks.
- Strong analytical skills utilized as an approach towards decision making

Pay, Benefits and Work Schedule

Regency360's offers competitive salaries, a benefits package, which includes a 401(k) and more.

Monday – Friday 8 a.m. to 5 p.m., Raleigh Office preferred, not required

Equal Employment Opportunity

Regency360 is committed to providing equal employment opportunities in all employment practices. All qualified applicants will receive consideration for employment without regard to race, color, religion, sex, national origin, citizenship status, marital status, age, disability, genetic information, protected veteran status, gender identify or expression, sexual orientation or any other characteristic protected by law.