



QRG is a leading branded merchandise and print agency in need of an experienced Account Manager in Minneapolis.

*Do you enjoy the creative side of promotional products? Do you value relationships and partnering with suppliers and clients to create community and a great experience? Do you want to partner with an employee-centric organization and shares the Core Values of Reliability, Care, Professionalism, Perseverance, and the desire to Do the Right Thing? Do you take pride in a job well-done and appreciate an environment when it's recognized and appreciated? If so, we'd love to visit with you.*

Our team enjoy a hybrid working experience that's a mix of in-office and at-home. This fast-paced and rewarding position enables ownership of several project requests each day and leverages your organizational skills and attention to detail. You'll partner with one of our highest performing teams to meet the needs of a high-volume territory.

#### **Responsibilities**

- Building and maintaining customer relationships
- Client Interaction on phone, email and in-person
- Merchandising for both custom and ecommerce product needs
- Presentation Development (PowerPoint and other platforms)
- Pricing verification
- Presentation Development
- Order Processing
- Proof review
- Communicating and monitoring event dates and order delivery
- Sample procurement
- Management of monthly repeat orders and programs
- Business Review Analysis
- Online Store Customer Service / Troubleshooting
- Detailed invoicing closure

#### **Requirements**

- Minimum 2 years previous customer service experience, preferable in the print and promotional industry.
- Strong computer/data entry skills are required. Must be proficient in Microsoft Office, with emphasis on Excel.
- Has the ability to build strong relationships with clients and suppliers/vendors alike.
- A positive can-do attitude, focused on providing the best customer service.
- Proven ability to manage multiple projects at a time while paying strict attention to detail.
- A cooperative and pleasant demeanor, and the ability to be an effective member of a team.
- Strong business acumen

#### **Other key points**

- Brand management – understanding client branding requirements as it translates into sourcing and providing relevant sourcing based on client specific needs.
- Culture – understanding client's culture and their service level expectations when functioning as a part of their marketing department.
- Supplier relationships, knowing who to go to and when

#### **Benefits**

- Benefits package includes medical, long-term disability, and optional dental
- 401(k) with company match
- PTO

#### **Sound like you?**

Please contact Brenda Jandl, Director of Client Services, at [brendaj@quality-resource.com](mailto:brendaj@quality-resource.com) to explore possibilities.