

Key Customer Specialist – Floater

Location – West and East

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.

COVID-19 Vaccine Mandate

Geiger cares about the well-being of all its associates, therefore, requires all individuals hired into this position to be fully vaccinated and provide proof of vaccination prior to commencement of employment, unless the Company has granted an exemption. An exemption may be requested for medical or religious situations.