

Client Success Manager

Remote Position

Mill & Crate - Columbia, SC

As a Client Success Manager, you will grow existing client accounts. This sales-driven position requires client relationship management and industry knowledge.

Mill & Crate is committed to providing the best of everything: premium branded merchandise, promotional products, customer service, and innovative people with creative ideas. We provide an exceptional curated experience when bringing a client's brand to life. Mill & Crate is the premier destination for luxury, driven by a duty to help customers express themselves through relevant and inspiring style.

Responsibilities

- Owner of the client experience
- Achieve each client's marketing objectives through branded merchandise solutions
- Ensure on-time and on-budget delivery of solutions
- Perform product research and make recommendations
- Create client presentations
- Create virtual samples
- Obtain pricing and prepare customer quotes and enter sales orders
- Coordinate the client's review and approval of proofs
- Use your judgment to solve complex customer problems with creative solutions
- Communicate with ease and confidence about your ideas and solutions
- Develop strong relationships with Sales and Promotional Product Suppliers
- Communicate extensively with manufacturers and clients via phone and email
- Other duties based on business needs

Requirements

- 2+ years of promotional products industry experience
- Enjoy working independently and the freedom to balance multiple, parallel assignments
- Thrive in a deadline-driven environment
- Proficiency in Google Suite (Docs, Slides and Sheets) preferred but not required
- Knowledge in QuickBooks a plus
- Working knowledge of CommonSku ERP system preferred but not required
- Excellent oral, written and interpersonal communication skills
- Knowledge of and experience with basic business math and understanding of margins
- Ability to deliver under deadlines with a high level of accuracy
- Curious, flexible and good humored with a positive "can do" attitude
- Actively participate in giving and receiving in appreciative and constructive feedback
- Motivated learner that will take advantage of on-the-job training, complementary training programs, career mentorships, and stretch assignments