



Job Title: Account Coordinator

Department: Account Services

Location: Remote

Reports to: Account Services Director

Position Summary: The Account Coordinator (AC) is an integral role supporting independent business affiliates in the promotional products industry. The successful AC effectively cultivates, strengthens, and sustains professional relationships with affiliates through our ACS Affiliate Services program. As the primary point of contact with our affiliates, the AC supports back office operations to assist our affiliates efficiently use our technology system, manage the invoice cycle, and use reporting tools for business management.

Essential Duties and Responsibilities:

- Respond to all affiliate inquiries, working with internal team members when necessary to find answers and resolve problems.
- Communicate on a regular basis with our affiliates and suppliers about order, invoicing, and other business processes.
- Monitor order and invoice progress and review supplier invoices, then reconcile invoices against orders checking for accuracy prior to approval.
- Act as a liaison between the supplier and affiliate as orders moves through the order cycle for our Premier Services affiliates.
- Ensure that the customer invoice is accurate and submit to the end buying customer for payment.
- Work with our accounting team when prepayment, credit memo, accounts receivable aging situations arise.
- Research and resolve supplier invoice issues, working in concert with the affiliate.
- Proactively analyze reports to identify outstanding orders and invoices that need attention and act accordingly to mitigate issues.
- Onboard new affiliates to the program, teaching and reinforcing our processes and best practices for using the technology while working within the scope of the AIM Capital Solutions program.
- Identify opportunities for process improvement and communicate with the Account Services Director to create efficiencies for the team and affiliates.
- Communicate AIM events, programs, and services to the affiliates so they are aware of all that AIM offers.
- Travel to promotional product industry tradeshow, AIM conferences, and affiliate locations as required.

- Other duties as assigned

Knowledge and Experience:

- Strong working knowledge of Microsoft Office
- 2-3 years of client service experience, preferably in the promotional products industry
- 1-2 years of logistics or supply chain experience preferred but not required
- Basic knowledge of accounts payable/receivable preferred but not required

Core Competencies:

- Consultative customer service through active listening and interpersonal communication
- Solid organizational skills including attention to detail and ability to multitask
- Ability to work independently and collectively as a team
- Strong relationship builder
- Technical curiosity and a natural flair for technical applications a plus
- Ability to follow complex business processes
- Strong initiative and follow through
- Ability to problem solve and use sound judgment
- Willingness to be flexible with time and adjust to a changing work environment
- Ability to work in a fast-paced, deadline-driven environment
- Positive and professional demeanor

Education and Training:

Bachelor's degree preferred in business administration, finance, or marketing