

Job Summary:

The role of the Account Manager is to act as a client advocate and work with internal departments to ensure that client needs are understood and satisfied. The Account Manager is required to proactively manage their sales pipeline, correspond with clients in-person, over the phone, and/or via email, handle client complaints, collect and analyze data, and improve the overall customer experience while driving sales for Brand+Aid. You will collaborate with other departments to prepare sales pitches, design client communication materials, and other similar tasks. You will meet with company executives as necessary to assess sales performance and strategy, develop short and long-term sales goals, and ensure the company's sales goals are being met. You will meet with your Account Team as necessary to assess the overall health of the account group. The Account Manager will provide administrative support to the sales department and account executives while maintaining and growing their own book of business.

Brand+Aid is proud to be an equal-opportunity employer that values the diversity of all of our employees. We are as passionate about our brands as we are about creating a working environment centered around respect and inclusion. Our goal is for everyone to contribute, and career advancement is based on merit. We want everyone to reach their full potential!

Responsibilities:

- *Communicate with clients to understand needs, address questions and move through the sales process.*
- *Build relationships with clients based on trust and respect.*
- *Collaborate with internal departments to facilitate client needs fulfillment.*
- *Collect and analyze data to learn more about the client's customer base and consumer behavior in general.*
- *Keep accurate and current account notes using the company's CRM and messaging software.*
- *Maintain updated knowledge of company products and services.*
- *Resolve complaints and prevent additional issues by helping improve Company processes.*
- *Identify industry trends.*
- *Set quarterly meetings with clients and attends other client meetings as requested.*
- *Act as a client advocate with a focus on improving the buyer experience.*
- *Attend vendor meetings as requested via Zoom or Google Meet.*
- *Work closely with the client base to understand their timelines and priorities.*
- *Ensure client projects are on track, will meet all applicable timelines, and that sales goals are met or exceeded.*
- *Meet and exceed monthly, quarterly, and annual sales and margin goals.*

Required Skills/Abilities:

- *Excellent verbal and written communication skills.*
- *Excellent interpersonal and customer service skills.*



- *Excellent sales and customer service skills.*
- *Excellent organizational skills and attention to detail.*
- *Excellent time management skills with a proven ability to meet deadlines.*
- *Strong analytical and problem-solving skills.*
- *Strong supervisory and leadership skills.*
- *Ability to prioritize tasks and delegate them when appropriate.*
- *Ability to function well in a high-paced and, at times, stressful environment.*
- *Proficient with Google Suite, Excel, and related software.*
- *Familiarity with Commonsku is preferred.*

Education and Experience:

- *A bachelor's degree in business or a related field is preferred.*
- *3-5 years experience in the promotional products space.*
- *Excellent leadership, interpersonal, motivational, and communication skills.*
- *Strong analytical, decision-making, and problem-solving skills.*
- *Innovative and entrepreneurial mindset.*
- *Successful track record of hitting and exceeding monthly, quarterly, and annual sales targets.*

Physical Requirements:

- *Prolonged periods of sitting at a desk and working on a computer.*
- *Must be able to lift up to 15 pounds at times.*

