



Position: Account Executive

Objective:

City Paper is looking for an ambitious, organized, creative, and career-driven Account Executive. We offer a competitive environment with unlimited earning potential. If you are someone who thrives in a fast-paced, multi-tasking environment, this may be the career for you!

General Function:

Partner with the sales organization to provide superior service to key customers in the marketplace with revenue base of \$1MM+. This role typically handles transactions between \$400 and \$100,000, focusing on promotional product orders and custom packaging orders. Account Executive must make decisions, such as products to quote, based on established guidelines.

Services provided include: facilitating and managing the sourcing and order management processes; developing relationships with key members of a customer's organization; being proactive in problem solving and working with internal departments to enhance service output to the customer.

Account Executive Primary Responsibilities:

- Develop customer relationships primarily through face to face and/or phone interactions to solidify City Paper Company's value to the customer and build professional credibility.
- Project a sense of urgency while exercising discretion and independent judgment on matters of significance when dealing with and resolving customer requests.
- Provide customers with highest quality of customer service by dealing with and resolving customer requests.
- Source products for customers and provide pricing as needed
- Source product for company-sponsored sites, seasonal and themed promotions.
- Create client facing product presentations as needed.
- Partner with Customer Service, Accounting, and other functions to manage inventory and ensure accurate billing.
- Work with Marketing department to create on-going marketing campaigns to enhance customer relationships and opportunities.
- Develop excellent relationships with all internal departments and utilize those relationships to help resolve customer issues.
- Ensure creation and ongoing maintenance of customer profile documents for assigned account base.
- Utilize all required tools to enter, monitor, and report on customer activity.
- Escalate key service issues or opportunities to sales representatives, appropriate internal departments, and upper management as deemed appropriate.

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- Partner with Account Executives to provide the highest possible level of order fulfillment service to customers.
- Analyze available reporting to proactively solve customer issues.
- Anticipate customer needs through analysis of available information, such as buying habits, customer's industry trends, how City Paper Company offerings fit into customer's business plan.

Requirements:

- At least 2 years B2B experience required.
- Promotional Product experience preferred.
- Experience in handling multiple accounts.
- Ability to thrive in a fast-pace environment.
- Ability to work with a wide variety of personalities and people.
- Willingness to generate new business and promote products and services provided by City Paper.
- Excellent communication, time management and organizational skills.
- Strong computer and writing skills.
- Microsoft Office experience is required.
- Bachelor's Degree is preferred.

City Paper is an Equal Opportunity & Drug Free Employer offering competitive compensation and benefits that include:

- Medical
- Dental
- Vision
- Paid vacation/holidays
- 401K Plan

Visit our website for more information on City Paper Company at www.citypapercompany.com.