

## Description

Do you excel in a deadline-focused, fast-paced environment with multiple, varied projects? Are you interested in working with a dedicated team on strategic and creative projects for a multitude of clients in a mission driven company?

SmithBucklin, a 100 percent employee-owned association management company, is looking for an **Account & Operations Coordinator** to join our Promotional Products team in our **Chicago** office. The **Account & Operations Coordinator**, is responsible for providing operational support to the SmithBucklin Advertising Specialty Institute (ASI) certified distributorship for promotional products and apparel (“Promo”), serving dozens of professional trade associations and non-profits across multiple industries.

### What You Will Do:

- Provide a steadfast commitment to customer service, with the ability to build productive relationships and resolve complex issues
- Generate proposals, order fulfillment, and order tracking
- Manage supplier relationships, including executing payments, issue resolution, and maintaining overall supplier satisfaction
- Fulfill all Promotional Products Unit marketing efforts, including email campaigns, collateral, events, regular communications, etc.
- Perform monthly financial analysis along with forecasting, invoicing, and budget development
- Assist with order delivery by maintaining updated records
- Work closely with cross-functional teams to ensure brand deliverables are met
- Assist with other projects as necessary

### This Role Might Be for You If...

- You have a passion for stewardship of company brands and missions
- You enjoy actively cultivating strong relationships with clients, external vendors and internal staff teams
- You have superior customer services and organizational skills with a dedication to completing projects in a timely manner
- You are interested in learning how to operate a business
- Self-starter with strong communication, interpersonal and organizational skills, and is **highly detail-oriented**
- Experience with managing multiple projects and have the ability to work in a fast-paced environment
- Strong sense of urgency and problem solving skills

- Strong interpersonal skills and customer service orientation
- Proficient in Microsoft Office Suite (Word, Excel and PowerPoint)

### **Basic Qualifications**

- Bachelor's degree
- **1-3 years of corporate or corporate-relevant experience**
- Ability to multi-task and adhere to tight deadlines
- Proficiency in MS office with proficiency in Microsoft Word, PowerPoint and Excel
- Detail oriented and comfortable working in a fast-paced environment
- Strong written and verbal communication skills

### **Preferred Qualifications**

- Experience with Salesforce, Photoshop and familiarity with InDesign
- Experience with promotional products distribution

### **Where Do You Fit?**

Whether you are just beginning your career or are a mid- or senior-level professional, working at SmithBucklin will offer you countless opportunities to develop transferable skills, acquire meaningful knowledge and gain rich experiences at an accelerated pace. By working collaboratively with smart, ambitious, multi-talented, genuine and hardworking colleagues, you will build meaningful, deep and enduring relationships that will serve you well throughout your career, regardless of your chosen path. In addition, as a 100 percent employee-owned company, SmithBucklin offers all of our people – regardless of position or compensation – an equal chance to experience the fulfillment and reap the benefits of ownership. As owners, our employees control the destiny of SmithBucklin and are unified in the goal of building a great, enduring company.

### **Equal Employment Opportunity**

At SmithBucklin, Equal Employment Opportunity is our commitment and goal. All qualified candidates will receive consideration for employment without regard to race, national origin, gender, age, religion, disability, sexual orientation, veteran status, marital status or any other protected status designated by federal, state or local law. Applicants are

encouraged to confidentially self-identify when applying. Employment is contingent upon successful completion of a reference and background investigation based on position.