



At the FSR network, our mission is to create unique and engaging brand experiences through premium promotional products and commercial printing. Our five core strengths help us accomplish this mission - innovative thinking, creative design, premium brand sourcing, high-end printing and brand integrity.

Purpose: Leads account management and support functions for the FSR network. Responsible for growing revenue and margin across the organization with existing and new accounts.

Essential Duties and Responsibilities:

- Coaches Account Management Team in order to achieve high performance in all areas, particularly in customer relations, sales and profitability (new and repeat).
- Partners with the management team to align Account Management policies and systems with the company's objectives.
- Oversees and acts as a resource in resolving customer issues brought to the Department by utilizing excellent FSR network process knowledge and strong skills in negotiating and selling to ensure an effective resolution.
- Assists Account Coordinators, Account Managers and Designer in troubleshooting orders that require special handling.
- Develops and implements procedures pertinent to the effective and efficient operation of the Account Management Department.
- Monitors programs and procedures to ensure on-time delivery and customer satisfaction.
- Maintains in-depth working knowledge of the FSR network systems and processes.
- Sets performance standards to meet service goals of company.
- Measures team performance with an eye on continuous improvement.
- Responsible for employees' training and development and promoting the team concept.
- Provides feedback to Operations team to ensure all customers have accurate and timely information on order status and/or changes.
- Provides feedback to the company regarding service failures or customer concerns.
- Works continually towards self-development to stay current on customer service, sales and supervisory procedures & practices.
- Responds to customer inquiries and problem-solving in a professional and effective fashion.
- Maintains vendor relationships and communication.
- Performs other related duties as assigned.

Desired Skills and Experience

- Bachelor's Degree in a business discipline.
- At least 5-7 years' experience managing a customer relations team (account management or customer service), operations, or procurement function.

- A proven track record of developing service and support strategies and improving service within the industry.
- Demonstrated success leading service to C-level customers, partners and vendors.
- Experience in the industry is strongly desired.
- Strong administrative skills, well-developed management skills in application of principles and leading people.
- Well-developed interpersonal skills and the ability to get along with diverse personalities. Tactful, mature approach in resolving differences.
- Proven ability to recruit, train, and motivate personnel in order to balance staffing strength with profitability and growth.

At the FSR network, we have a great group of brand navigators — super proficient, super responsive and super cool. From ideation to design, they're some amazing out-of-the-box thinkers that always deliver. If you fit this description, let us know!