

We are seeking an **expert** Account Manager with promotional products industry experience to provide excellent customer service and grow sales at a busy distributor.

Responsibilities will include, but are not limited to:

- Sourcing and quoting promotional products, decorated apparel, and award/incentive items to existing clients using both our industry database and prior vendor knowledge.
- Sourcing custom items through overseas factories.
- Studying and becoming familiar with individual client brand standards and order requirements.
- Entering orders quickly and accurately with all necessary information for vendors, production staff, and accounting.
- Sending purchase orders to vendors.
- Quick and effective service recovery and recommendations for solutions should a problem arise.
- Working closely with traffic and accounting to ensure orders are produced, completed, and invoiced accurately.
- Creating virtual images and mockups.
- Reaching out to existing clients on a regular basis to follow up on previous inquiries, look for new opportunities, and present new ideas.
- Creating meaningful spec samples based on your knowledge of the client.
- Attending vendor meetings and tradeshow to further knowledge of products, trends, and challenges in the promotional products industry and find new ideas to present to clients.

Desired Experience and Skills:

- 3+ years with a promotional products distributor
- Knowledge of available products and vendors in our industry along with industry jargon, discount codes, common decoration methods.
- Ability to work quickly, independently, and change gears seamlessly.
- Use of an industry-specific search and presentation database (experience ESP a plus!)
- Use of a CRM and order entry platform (experience in CommonSkus a plus!)
- Strong phone and email communication skills
- Ability to create spreadsheets and slide presentations (experience in Google Suite a plus!)

Headquartered in Baltimore, however, remote a possibility for the right candidate with experience!

Email: [careers@specworks.com](mailto:careers@specworks.com)