



Customer Service Coordinator

We are looking for an experienced, energetic, creative, and motivated Customer Service Coordinator to join our team. We are looking for a current Promotional Products Coordinator who can step right in and hit the ground running at our Mpls-St. Paul location. Top candidates will be highly proficient in Sage, and Sage Member for management of company stores as well as be extremely organized, self-motivated individual who takes pride in producing high quality work. The perfect candidate will take on a wide variety of duties including but not limited to order management, sales support, customer service, and more.

Responsibilities will include:

- Sales support including client facing interactions, order processing, etc,
- Coordinate order management from start to finish,
- Manage relationships with external vendors to ensure high-quality and timely execution,
- Ensure 100% on time delivery of client order,
- Verify accuracy of vendor sales acknowledgements and invoices,
- Creation and management of online company stores,
- Assist with process improvement and creating efficiencies,
- Work in the promotional products industry specific programs for quoting, order processing, etc (Sage, ESP, etc),
- Other tasks as assigned

Skills and qualifications include:

- High school diploma or GED,
- Bachelor's degree preferred or in process,
- Over 5 years of experience in the promotional products industry,
- Proficient (expert level) in Sage,
- Experience with company store management,
- Familiarity with latest digital marketing techniques and an eye for marketing,
- Excellent phone, computer, time management and interpersonal skills,
- Work flexibility when needed for urgent orders,
- Good knowledge of Promotional Products and decoration techniques,
- Working knowledge of Microsoft excel and word programs,



- Excellent multitasking, time management and organizational skills,
- Ability to work with minimum supervision, able to independently move projects forward, prioritizing tasks, and meeting deadlines,
- Understanding and proficiency in QuickBooks Desktop Pro is a bonus.

This position is hourly and would be a guaranteed 30 hours per week with possibility of more hours during busy seasons. Candidates will need to work during daytime standard business hours with flexibility to work virtually. Candidates must be located in the Mpls-St Paul area.

Dave Cowley Incentives is a promotional merchandise company. We specialize in sales incentives, client and employee gifts, tradeshow, giveaways, recognition awards, new product promotion and brand awareness. We are an established and experienced merchandising company with over 30 years of service. We strive to provide our clients with a product that is functional and yet unique. Our expertise lies in our creativity and the ability to source unique products that will exceed your expectations. Contact us today and tell us what interests you about our company and how you can help grow our team!

Send your cover letter, resume, and references to: Dave@davecowleyincentives.com